DEPARTMENT OF HEALTH AND HUMAN SERVICES

DIVISION OF SOCIAL SERVICES

Disaster/Emergency Plan

Revised July 2018

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INTRODUCTION

The North Carolina Division of Social Services (DSS) is dedicated to assisting and providing opportunities for individuals and families in need of basic economic support and services to become self-supporting and self- reliant. The Division of Social Services advocates for and encourages individuals to seek actions appropriate to their needs. Furthermore, we recognize our responsibility through teamwork and professional effort to assist in this process. Toward this end, in cooperation with county department of social services, and other public and private entities, we seek to identify needs, devise and focus resources, and deliver services responsively and compassionately.

The Division of Social Services strives to:
• Ensure that children are protected from abuse, neglect, and exploitation.
• Enable citizens to maintain or achieve maximum self-sufficiency and personal independence through employment if possible;
• Strengthen family life in order to nurture our children so that they may become productive, healthy, and responsible adults;
• Ensure that every family and individual has sufficient economic resources to obtain the basic necessities of life.

PLAN BACKGROUND

In the event of a state emergency it is the goal of the NC Division of Social Services to provide as needed:

• Leadership and Coordination of the Department of Health and Human Services (DHHS) State Emergency Response Team (SERT)
• Support to local Departments of Social Services
• Support to the Emergency Operations Center (EOC) when SERT has been activated
• Administration of the Disaster Food and Nutrition Services Program
• Assessment of whether the Division's capacity to carry out its roles has been affected by the disaster and making provision for the continuation of cores Division functions.
• Evaluation of the need for special policies and procedures to ensure safety and well-being of families and children.

Further, the NC Division of Social Services recognizes the role of lead coordination of mass care. However, through a Memorandum of Agreement between the American Red Cross (ARC) and the State of North Carolina, ARC operates appropriate shelter facilities and arranges for mass feeding during peacetime disasters, including precautionary evacuations and peacetime radiological emergencies/nuclear accidents.

The roles that the NC Division of Social Services and the local Department of Social Services have in an emergency are very important to ensure that citizens continue to receive the services that have been previously described.

The process through which we assure we are able to carry out our role includes:
Advanced Planning
Preparation
Response/Mitigation
Recovery

This plan outlines these processes as they relate to the goals of the NC Division of Social Services.

DSS PROGRAM SECTIONS OVERVIEW

CHILD SUPPORT ENFORCEMENT, Carla West, Section Chief

The Child Support Enforcement Section has the responsibility for supporting and supervising local child support enforcement offices. The State CSE:

• Serves as a resource for the local child support offices to ensure that staff have a clear and comprehensive understanding of policy, that training needs are met, that location assistance through the State Parent Locator Service, and technical advice provided promptly and courteously to assist staff in the delivery of child support services in an effective and efficient manner.

• Has the responsibility for Collections, Reporting/Control, Distribution, Administrative Services, Client services, new hire, Tax Intercept and Credit Bureau Sections. It receives and posts all child support payments to ensure that monies are distributed properly and timely in accordance with state and federal regulations.

• Provides oversight of local child support offices statewide, quality control of service delivery to clients, and technical assistance to ensure that agencies are in compliance with policy and procedures, state and federal regulations.

CHILD WELFARE SERVICES, Lisa Cauley, Deputy Director

The Family Support and Child Welfare Section carries out the Division's supervisory responsibility related to child protection as prescribed in Federal and State laws, administrative rules, and policies. The Family Support and Child Welfare Section is committed to the development and support of a collaborative, outcome-based approach to child protection that is proactive, family-centered and focused on achieving a safe, permanent home for all children.

ECONOMIC AND FAMILY SERVICES, David Locklear, Deputy Director

Economic and Family Services supports and supervises county departments of social services in the delivery of benefits to eligible families and individuals for the Food Assistance, Low Income Energy Assistance and Crisis Intervention Programs. The section provides technical assistance in the area of detecting and preventing the occurrence of erroneous overpayments and prosecuting fraud in public assistance programs. In addition, Economic and Family Services supports and supervises county departments of social services and other providers in the delivery of benefits and social services to the State's Refugee population.

AUTOMATED SYSTEMS OVERVIEW

The Division provides program management of the following systems. These systems provide information to/from the county departments of social services, generate benefits for families, and allow county departments and the State to track individuals and families receiving benefits and services. As a part of the Division Disaster/Emergency Plan, the Division has a Business Continuity Plan/Continuity of Operations Plan (BCP/COOP). Information Technology Division (ITD) of DHHS provides the technical oversight and expertise to ensure the systems used by the Division continue to operate and are described within the BCP/COOP.

AUTOMATED COLLECTION AND TRACKING SYSTEM (ACTS) - Performs all case management, payment distribution and check printing functions for child support.

CENTRAL REGISTRY FOR CHILD ABUSE AND NEGLECT SYSTEM - Tracks children reported as having been abused, neglected, and/or dependency, as well as perpetrator information for substantiated cases. Gathers data to enable research and produce statistics and management reports for county DSS.

CHILD PLACEMENT AND PAYMENT SYSTEM - Collects and tracks placement information on children in custody or placement responsibility of a county DSS. Issues reimbursements to county DSS, payments to child carrying institutions, and public agencies for foster care. Issues adoption assistance subsidy to adoptive parents.

DAILY REPORT OF SERVICES SYSTEM - Tracks time spent by county DSS staff and identifies this time by client, service, and funding source.

ELIGIBILITY INFORMATION SYSTEM (EIS) - Maintains current and some historical information on Work First families. Vehicle for eligibility determination for Work First and Special Assistance benefits. Issues cash benefits. Provides data to produce statistics and management reports for county DSS and federal reporting.

EMPLOYMENT PROGRAMS INFORMATION SYSTEM (EPIS) - Maintains current and historical employment activity information for individuals participating in Work First employment services

ENERGY - Processes eligibility for the Low-Income Energy Assistance Program.

FOOD AND NUTRITION SERVICES INFORMATION SYSTEM (FSIS) - Maintains current and some historical information on Food and Nutrition Services households. Vehicle for eligibility determination for Food and Nutrition Services benefits. Sends information to EBTIS for the issuance of benefits. Provides data to produce management reports for county DSS.

FOSTER CARE FACILITY LICENSING SYSTEM - Maintains current and historical licensing information on foster parents and generates licenses for foster parents.

RECORDS MANAGEMENT SYSTEM - Facilitates the Interstate Compact on Placement of Children. Maintain data on adoption and foster case placements between other states and counties.

SERVICES INFORMATION SYSTEM (SIS) - Maintains current and historical record of all clients receiving services from county departments of social services. Provides notices to clients.

Transmits authorization of service provider's claim for reimbursement. Provides data to produce management reports for county DSS.

ENTERPRISE PROGRAM INTEGRITY CONTROL SYSTEM (EPICS) - Maintains tracking of all referrals and overpayments for Food and Nutrition Services, AFDC, Work First (TANF) and Medicaid. Performs reporting and accounting functions to maintain integrity in accounting for overpayments in each program.

CRISIS INTERVENTION PROGRAM SYSTEM (CIP System)- Allows counties to enter applications for Crisis Intervention Program (CIP) assistance, approve or deny applications, track county spending and families' receipt of assistance statewide. Produces required state and federal reports for target populations and spending. Contains allocations for each county for the SFY to have a real-time record of authorized assistance statewide and county-by-county.

ADVANCED PLANNING

Planning by both the state Division of Social Services and local agencies must occur prior to a disaster. The state is responsible for developing and maintaining a plan of operation as outlined in this document.

Responsibilities of the state during the advanced planning stage include:

1. Assign central office and field staff to State Emergency Response Team (SERT).

2. Develop and update annually a directory listing names of state office and county personnel responsible for disaster duties. The directory should include office, home, cellular and pager telephone number.

3. Provide an annual review of the disaster/emergency plan to DSS SERT, Division Management, and County Directors.

4. Provide counties guidance on developing a local county DSS disaster/emergency plan of operation, separate from that developed with Emergency Management. Copies of sample plans will be provided by DSS SERT if needed. DSS SERT is available to assist counties by reviewing their local disaster plans annually as requested by each county.

5. Compile a list of information needed from counties which does not duplicate information available through another source such as outage information and available shelter sites from Emergency Management.

6. Use the Division of Emergency Management as a facilitator of information, which is not Division of Social Services specific.

7. Determine equipment needed, including any communication methods.

8. Complete an annual skills assessment inventory of state staff and maintain database.

9. Conduct annual briefing to Division and DHHS Management and Leadership.

10. Communicate and provide required annual training resources to Division, DHHS, and counties.

11. Communicate to Division Management, DHHS, and Counties the requirement to review all NC Emergency Management Mass Care/Human Services Policies and Procedures. See Appendix 8.

12. Review US HHS and USDA Wavier Requirements when a Disaster/Emergency happens.

PREPARATION

The preparation phase will begin when it is determined that a disaster or emergency is imminent. The Division's Disaster/Emergency or his/her designee will notify the Management and Leadership of SERT alerts or activations.

The Division will have the following responsibilities:

Notify counties anticipated to be in harm's way. Counties involved initially will be those in the path predicted by the Emergency Management Agency. The purpose of this communication will be to discuss DSS specific issues and to obtain information not provided through Emergency Management. See Appendix 2, Directory of North Carolina County Departments of Social Services.

Notification will occur via:

- E-mail,
- Terminal message,
- Telephone (Cell Phone), and/or
- Web Site

The initial call down will officially notify counties of an imminent disaster or emergency and give information on if and when the DSS Communication Center (919-527-6335) will be activated.

1. Provide alternative communication methods in the event that telephone (cellular) service is interrupted.

2. Update the directory of changes in personnel and telephones (cellular) using e-mail and conference calls.

3. Notify state and field staff assigned to disaster/emergency response and review responsibilities.

The local agency will have the following responsibilities:

1. Provide any changes needed to directory.

2. Review local plan with staff.

3. Monitor equipment needs, forms and supplies with staff.

4. Coordinate with local Emergency Management.

5. Notify Central Office of any needed personnel, equipment, forms or supplies.

RESPONSE/MITIGATION

Response/Mitigation will begin as soon as environmental conditions allow it, immediately following the event.

The Division responsibilities include

1. Contacting the counties known to have been impacted by the event to determine immediate needs. This will be accomplished through use of Emergency Management Communications system and the regularly scheduled conference calls with the agency Director or his/her designee. In addition, communications for changes in written procedures may be transmitted via e-mail and the state Division computer systems at pre-arranged intervals as required.

2. Responding to requests by the counties for specific needs. This will include coordination of multi-agency resources.

3. Determining the need to provide staff as necessary to assist the county operations.

4. Implementing plan to assign staff to special duties as required, making adjustments to these assignments as necessary based on the event's impact on staff.

5. Serving as a clearinghouse for counties volunteering to share staff through mutual aid agreements.

6. Providing a list of shelters, including *pet friendly shelters* (ARC and non-ARC), their capacity, and availability to out of county residents to be updated from conference call and EOC information.

The local agency - responsibilities include

Activate immediately the agency disaster/emergency plan.
Determining any changes needed to assignments as a result of the disaster/emergency.
Notifying the state of any special needs.
Providing updated data through the WEB EOC system and participation in the scheduled conference calls.
Coordinating with local Emergency Management for all requests for assistance other than personnel needs.

RECOVERY

Recovery begins once normal operations have been resumed.

Division responsibilities during recovery include:

1. Developing a format used to debrief Division, DHHS and Counties.
2. Organizing, Coordinating, and Facilitating efforts to staff Community Relations Teams.
3. Analyzing debriefing data and modify procedures accordingly.
4. Recognizing staff as appropriate.
5. Deploy Multi Agency Transitional Shelter Teams if needed.

Local Agency responsibilities during response include:

Debriefing staff and evaluating the results to determine any necessary changes in the county disaster plan, (See Appendix 3, NCDSS Disaster Debriefing Agenda; Appendix 4, DHHS Disaster Debriefing Agenda).

DSS COMMUNICATION CENTER

The Division Communications Center has been established so that in the event of a disaster the Division has a location where communication between the Division, county social service offices, other divisions and SERT can be centralized. The Center is located in the McBryde Building in room 126. It is equipped with 3 digital phone lines, computers and 1 analog phone line. The phone number assigned for the DSS Communication Center is: 919-527-6335

The Division Director or his/her designee activates the Center when a specific disaster results in major damage in one or more counties and when Division resources to support its disaster response and recovery efforts generally exceed normal operations. It is anticipated that the center may be activated in preparation for a major disaster. During many disasters, the impact or the event may not exceed the Division's capacity to respond using personnel normally assigned to support a county or counties involved in a specific disaster. In these situations, the Division would rely on normal personnel assignments and communication channels in disaster response.

Administrative staff will be available to assist with requisitions for any supplies, equipment, copying or printing needs, and arranging for specific phone numbers to be assigned to the center. Personnel may also be tasked with arranging for conference call-in numbers for county briefings.

A minimum of three Division employees are assigned to be contact persons at the center. These individuals include managers and field staff and at least one employee from the Economic Services Section. The ES Section employee will serve as the Disaster Food and Nutrition Services Program liaison. The managers and field staff have overall responsibility for communication with affected county social services departments. Additional staff may be assigned as needed.

Conference calls with affected counties are to be held on an established schedule. Conference calls should be scheduled daily during center operations unless otherwise noted. During preparations in anticipation of a hurricane the counties anticipated as most likely affected by EM are usually the first counties to be included in a briefing. This briefing will be conducted approximately 48 hours prior to projected landfall and as soon as the center is activated.
See Appendix 3, NCDSS Disaster Briefing Agenda; Appendix 5, Proposed Conference Call Protocol.

The Division will notify counties by email, EIS and FSIS of the activation of the Center, contact persons, telephone numbers, e-mail address, conference call numbers and schedule. The Division will also distribute information to DHHS and other Divisions regarding contacts, phone numbers and DHHS briefings. See Appendix 6, Disaster Response Communication Center Operations Guidelines.

STATE DSS LIAISON WITH COUNTY DSS

In order to provide continuity of information and planning for the Division in its role to support counties during an emergency event, DSS SERT, the Division Deputy Directors, and Section Chiefs will be the liaison to the counties. This will help the Division develop a continued clear picture of what the situation is like in a county and how the Division can best support the county. It also provides for tracking of requests from and responses to counties. This method of operation does not preclude other Division staff and Division Management from communication with counties as may be necessary such as during conference calls.

Depending on the nature of the emergency, it may be necessary to assign one or more staff to act as the liaison to specific counties especially if staffing is needed for periods of time that are impractical for one individual to handle. A normal assignment would be for 48 hours but not to exceed 72 hours unless there is no means to relieve.

When an emergency occurs in a county, the Division will offer to the County DSS Director One or more Division staff to work on site with the Director and appropriate county staff in their efforts to respond to the disaster. Division staff will preferably be part of the team that normally serves the county. The primary functions of the state staff are to assist the DSS Director and staff as requested, and to serve as the point of contact for communications between the Division Communications Center and the County DSS.

Depending on the length of time it is necessary for Division staff to be on site, it may be necessary for other Division staff to relieve the individual(s) originally assigned to the county.

FOOD AND NUTRITION SERVICES PROGRAM RESPONSE TO A NATURAL DISASTER

The Food and Nutrition Services Program is designed to handle a natural disaster that causes interruptions in food supply, delivery and ability to purchase food. There are three separate responses to a natural disaster. Each response is contingent upon the size of the disaster and number of individuals affected. The economic situation of the individuals effected is also used to determine the need for intervention by the Food and Nutrition Services Program.

REGULAR FOOD AND NUTRITION SERVICES PROGRAM - The regular ongoing Food and Nutrition Services Program has program rules to handle small disasters that affect a few individuals. Individuals, who have lost food during a natural disaster, can request replacement benefits to replace their food loss. This is outlined in Section 910.01 of the Food and Nutrition Services manual. This does not require any declaration by the United States Department of Agriculture (USDA) or the state office.

MODIFIED FOOD AND NUTRITION SERVICES PROGRAM - This is the most common response and is utilized for small to medium size natural disasters. The regular Food and Nutrition Services Program is run with modifications. The state must request waivers of Food and Nutrition Services Program rules for the affected areas. The most common program waivers include but are not

limited to: waiver of gross income limits, net income limits only are utilized; applicant's declaration of income and expenses will be taken unless questionable; non-liquid resources are excluded; out-of-pocket expenses for repairs, temporary lodging, etc., are allowable deductions; Employment and Training requirements are waived; and hot food is allowable purchases during the benefit period. The number and extent of waivers granted vary from disaster to disaster and are contingent upon number of individuals affected and the size of the disaster. Depending on the size of the disaster, the regular program may be run at the same time as the modified. In larger disasters, USDA will allow the state to run the modified program only during the designated application taking period.

DISASTER FOOD AND NUTRITION SERVICES PROGRAM - This response is to handle large natural disasters that affect a large number of individuals and as such is rarely utilized. The only eligibility requirements for this program are: residency; must plan on purchasing food during the benefit period; must have experienced an adverse effect such as loss of food, lost income, damage to home or business etc. Identity must also be verified. Only Disaster Food and Nutrition Services Program applications are taken during the application taking period.

In order to run a Modified or Disaster Food and Nutrition Services Program, state officials must request approval from USDA. USDA can approve or deny in whole or in part the plan including which counties are eligible to run these programs. The decision and declaration to operate either of these programs is separate and apart from Federal Emergency Management Agency's (FEMA) purposes and not meet USDA's guidelines for the Modified or Disaster Food and Nutrition Services Program. The reverse may also be true. The Modified or Disaster Programs implementation varies due to the unique circumstances of each disaster, but always begins after commercial channels of food distribution have been restored and families are able to purchase and prepare food at home. Prior to implementation of these programs, commodities may be distributed and mass feeding sites are usually operated. Both programs also require a fraud plan, and a review of a sample of approved cases. Each program also requires daily reporting to USDA of the number of applications taken, approved or denied, as well as the amount of benefits authorized and the average allotment size. Most of these reports are automatically produced by the North Carolina Families Accessing Services through Technology (NC FAST).

Note: The Modified or Disaster Food and Nutrition Services Programs are not implemented until grocery stores are operating. Therefore, electricity must be restored to a least some areas of the county in order for these programs to be approved. As such it is anticipated clients will be able to access their benefits through their EBT cards. The Division of Social Services coordinates with Fidelity National Information Services (FIS) maintains control over the supply of Disaster EBT cards which can be mobilized to counties during a Disaster Food and Nutrition Services Program.

FAMILY SUPPORT AND CHILD WELFARE RESPONSE TO A NATURAL DISASTER

The Child Welfare Section at the Division of Social Services will respond to any natural disaster by responding to requests for assistance by providing local County Departments of Social Services the most current information available on the families that they serve. Local county Departments of Social Services have developed disaster plans that meet their individual needs, however the Division is committed to providing to individual counties assistance in retrieving information that will assist them in locating families that are currently receiving child welfare services should county data systems be inaccessible.

North Carolina is a county administered system and in child welfare as mentioned previously, each county has their own plan. They have developed processes to respond to reports of abuse and neglect, how to identify their foster children and planning with their foster parents. As the Foster Care Licensing authority, the Division ensures evacuation plans with our foster care facilities.

The Division of Social Services is committed to responding to individual county needs as identified through consultation and technical assistance. As defined in our comprehensive plan, all service areas are addressed on a continuous basis dependent upon need.

The Division of Social Services maintains several automated systems that are used to provide historical and statistical data during the provision of child welfare services. Information from these systems will be accessible to counties upon request should their paper or computer systems be destroyed.

The Division maintains a Central Registry for Child Abuse and Neglect as well as child fatalities. The Central Registry for Child Abuse and Neglect and fatalities data would be able to provide historical data on families that have received services and the specific details surrounding their involvement with child protective services and CPS in home services.

In addition, the Daily Report of Services System and the Services Information System would be able to provide counties a listing of children that may be involved with child protective services but who were not yet determined to be abused or neglected and identified to the Central Registry by name, and by the individual social worker name. Not only will this assist counties in locating the families they serve, this will also allow counties to maintain contact with their social workers.

The Division of Social Services also maintains foster home licensure information in the Foster Care Facility Licensing System that may assist County Departments of Social Services in the event that they lose access to either their computer or paper records of foster parent information. Placement information on each child is maintained in the Child Placement and Payment System and the Records Management System. Should a disaster occur, these data sources could be used to assist counties in locating and maintaining contact with foster children for whom they are responsible and with the foster parents and other caregivers that provide care for these children.
The Division of Social Services also maintains automated systems that maintain current and historical employment activity (EPIS), cash benefits and special assistance benefits (EIS) that would be made available to counties in the event of a disaster.

Responding to the needs of unaccompanied minors. Unaccompanied minors include children separated from caregivers and/or children whose caregiver(s) are incapacitated and unable to perform basic parental functions (i.e. feed, clothe, shelter and protect child(ren)).

Issue notification of suspended and resumed placement of children through Interstate Compact on the Placement of Children (ICPC) in disaster affected areas.

Information Technology Division (ITD) has implemented a separate complex disaster plan to safeguard the confidential information generated by local County Departments of Social Services.

During a disaster of such magnitude that would disable a local County Department of Social Services from accessing critical information, information from the automated tracking systems will be promulgated so that county Departments of Social Services can locate and provide mandated services to ensure the safety, permanence, well-being and self sufficiency of the families and children that they serve.

CHILD WELFARE SERVICES DISASTER RESPONSE PLAN

Agency Name: North Carolina Division of Social Services

Date Completed:_____

Name/Title: Carlotta Dixon/ SERT Lead

Telephone #: 919-527-6421

Person Managing/Overseeing Emergency Plan Implementation

E-mail Address Carlotta.dixon@dhhs.nc.gov

Name/Title: Debra McHenry/ CWS SERT Lead

Telephone #: 919-527-7240

Person Managing/Overseeing Emergency Plan Implementation

E-mail Address: debra.mchenry@dhhs.nc.gov

Interstate Compact on the Placement of Children

(ICPC) Liaison: Carla McNeill

Telephone #: 919-527-6391

Resource Family Approval Program

E-mail Address: Carla.McNeill@dhhs.nc.gov

This plan is intended to incorporate the 2006 federal disaster response criteria as part the state's child welfare plans regarding children and must be amended annually.

In September 2006, Congress passed the Child and Family Services Improvement Act of 2006 (Public Law [PL] 109-288).

PL 109-288 amended Part B of Title IV of the Social Security Act to reauthorize the Promoting Safe and Stable Families Program. Among other changes, PL 109-288 established requirements for states on disaster planning in child welfare under section 6(a)-(16) and Welfare and Institutions Code Section 16500.1(c)(1). Accordingly, the State addresses the following program areas in developing its disaster readiness plan:

- Identify, locate, and continue the availability of services for children under State care or supervision who are displaced or adversely affected by a disaster

- Respond, as appropriate, to new child welfare cases in areas adversely affected by a disaster, and provide services in those cases

- Remain in communication with caseworkers and other essential child welfare personnel who are displaced because of a disaster

- Preserve essential program records

- Coordinate services and share information with other States

CHILD WELFARE SERVICES DISASTER RESPONSE PLAN

CWS Disaster Response	Identify, locate, and continue availability of services for CWS children, including non-minor dependents residing in foster care, out-of-county placements, children placed in or out of North Carolina through the Interstate Compact on the Placement of Children (ICPC) who are displaced or adversely affected by a disaster:
Essential Function:	1. **Identification and location process of children under the supervision or in the custody of NC Child Welfare agencies (hereafter CWS), including non-minor dependents, residing in foster care, out-of-county placements, ICPC children, and out-of-state non-minor dependents who may be displaced.**
Process Description:	The CWS will respond to any natural disaster by responding to requests for assistance by local County Departments of Social Services. North Carolina is a county administered, state supervised system. Each county has their own disaster plan. The Division of Social Services (hereafter Division) is committed to providing individual counties assistance in retrieving information that will assist them in locating families that are currently receiving CWS should county data systems be inaccessible. As the foster care licensing authority, the Division ensures evacuation plans with our foster care

facilities.

The Division maintains child abuse and neglect data on NCFast and the Central Registry. These data systems for Child Abuse and Neglect would be able to provide historical data on families that have received services and the specific details surrounding their involvement with child protective services and CPS in home services.

In the event of a disaster or emergency, North Carolina Child Welfare SERT member will work with child welfare staff regarding county agencies and residential providers impacted in the disaster:

- to inquire with placement and residential facilities about the safety of all youth and the youth's placement location
- to identify and document the holding/staging areas of youth who have been evacuated from the facility
- to request a status report on identified children in their custody or in a placement in their county, who may be impacted by the disaster.

The Division is committed to responding to individual county needs as identified through consultation and technical assistance. Counties will report data to their Children's Program Representative and the Manager of the Local Support Team will compile data and give to the Child Welfare SERT member.

The Division also maintains foster home licensure information in the Foster Care Facility Licensing System that may assist county DSS in the event that they lose access to either their computer or paper records of foster parent information. Placement information on each child is maintained in the Child Placement and Payment System and the Records Management System. Should a disaster occur, these data sources could be used to assist counties in locating and maintaining contact with foster children for whom they are responsible and with the foster parents and other caregivers that provide care for these children.

The Licensing team will work with the SERT team member and county DSS agencies to distribute listing of potential placement homes to DSS Directors in affected areas if automated listing not available. Local DSS Director or designee will also work with neighboring counties to identify placement resources that can assist in a disaster.

	The Regulatory Team working with county DSS agencies, will compile information to get to the CWS SERT team member of any licensed facilities who had to evacuate, and the location and status of the children relocated.
	ICPC will work with the SERT team member to compile a list of children placed through the Interstate Compact on the Placement of Children (hereafter ICPC) in the impacted areas of any disaster, request a status check on these children and compile a report to SERT.
	If a child is found to be deceased in the aftermath of a disaster, scientific or positive identification should be made by a coroner or medical examiner prior to the notification of next of kin or before the body is released to a person authorized to direct the disposition of remains. CWS SERT member will work with Public Health and the Office of the Medical Examiner to identify any child fatalities during a disaster. The CWS SERT member will ensure all child fatalities are documented and checked against CWS data for any that may have been open cases being served by CWS.
Essential Function:	**2. Communication process with county DSS staff, licensing and regulatory and ICPC.**
Process Description:	North Carolina CWS will follow the criteria listed in #1 (above) continuing to assess the current situation, potential danger and needs of the children in the custody of or being supervised by county DSS. The SERT member and CWS Staff will work with agencies by telephone. Counties will report on children and families displaced within 48 hours of after an incident thorough written reports
	Cellphones and emails will be the main mode of communication. NC Emergency Management (hereafter NCEM) has contractual agreements with all cellular services and have interoperable capabilities to ensure communication can continue in the event of disaster.

	NC CWS will maintain communication with its federal and state partners according to our State and Division disaster plan.
Essential Function:	**3. Identification of evacuation procedures**
Process Description:	All evacuation procedures will be under control of the OEMS. The local sheriff, police and fire departments have the responsibility of alerting and warning the public within their jurisdictions. North Carolina CWS will adhere to the OEMS orders as it relates to the disaster for our facilities and our communities.
Essential Function:	**4. Identification of shelters**
Process Description:	North Carolina CWS employees will be contacted by the SERT CWS member and/or Division leadership during a disaster when needed to serve in the response effort. Local DSS CWS staff will work with the county sheriff, local police departments and fire departments to assist them in their efforts to locate the most medically fragile children, foster children or foster families in need. Shelters that are provided by the local DSS and the Red Cross will be utilized.
Essential Function:	**5. Parental notification procedures**
Process Description:	The Division and local DSS agencies will utilize NCFAST for those counties enrolled as the primary source of information regarding children, families and the placement home providers. Counties not yet enrolled the NCFAST will utilize the Child Placement and Payment system and local electronic systems to gather information on children and their placement with licensed providers when there has been no disruption in

power.

Local agencies in disaster areas will contact child care providers and caretakers of children in care to assure safety and identify any service needs. These contacts will be tracked so information can be provided to the Division. The local agencies will follow their county DSS disaster plan. The Division encourages the plan to contain a method for being able to have a list of all open cases when there is a threat of a disaster, in case of power outage.

Foster children may want information on the safety and well-being of birth parents and other family members who may have been affected by the disaster and vice-versa. Alleviating fears of children and parents will make safety an easier task to accomplish. The Division can utilize the state Child Support office in helping to locate missing parents after a disaster by accessing recent employment data.

Essential Function:	**6. Alternative processes for providing continued services**
Process Description:	Depending on the extent and outcome of the disaster, North Carolina CWS will continue business with regular operations maintained and all job functions covered. In the event that staff are not able to report to work or must report to alternative work locations, the state agency will adhere to North Carolina Office of State Human Resource policy.
	Depending on the extent and outcome of the disaster, county DSS will continue business with regular operations maintained and all job functions covered. In the event staff are not able to report to work or must report to alternative work locations, they will comply with the county disaster policy.
	County DSS will continue to respond to immediate response referrals through their regular intake process, attending to children in the order of emergency at hand. Ongoing non-emergency services may be postponed as needed until normal business operations can be restored. SERT members will assess the needs as they

	arise during an active disaster.
Essential Function:	**7. Staff assignment process**
Process Description:	In the event of a disaster or emergency, North Carolina Social Services SERT will respond. SERT has a CWS member on the team and will utilize state staff as necessary to carry out disaster operations. SERT members will have access to cellular phone numbers of both DHHS and DSS executive leadership.
	The Division Director (or designee) shall enact and oversee the staffing structure identified in the NC Division of Social Services Disaster Operations Plan. SERT members will rotate staff members through the most demanding disaster related positions to ensure the health and safety of employees and utilize supervisors of teams in CWS as liaisons for specific subjects.
	CWS will secure placement services for displaced children by working with local DSS and the state Licensing and Regulatory Team of the State Child Welfare section.
Essential Function:	**8. Workload planning**
Process Description:	County Child Welfare agencies in conjunction with the SERT staff and Division management will determine cumulative action to be taken and assigned. Available staff will be deployed until resolution of the disaster occurs.
Essential Function:	**9. Alternative locations for operations**
Process Description:	In the event that the Division is unable to remain in operation after the disaster, it will follow the Business Continuity of Operations Plan (BCOP). County agencies will follow their BCOP.

Essential Function:	10. Orientation and ongoing training
Process Description:	All staff will be trained in the Division Disaster Plan annually; subsequent new employees will be trained during agency orientation. The Child Welfare Disaster Plan is located on the Division website and available to all staff.
CWS Disaster Response Criteria B:	**Respond, as appropriate, to new CWS cases in areas adversely affected by a disaster, and provide services in those cases:**
Essential Function:	1. Investigation process
Process Description:	If communication lines have not been disrupted, ongoing service will remain available by local DSS agencies to receive notification of child abuse, child safety, child abandonment, etc. If agency staff cannot physically reach a child in need, the county DSS will notify the various law enforcement agencies and they will handle immediate calls requested by Children Services. If removal is imminent, arrangements will be made for the child's entrance into an emergency foster care placement.
Essential Function:	2. Determine circumstances surrounding the child's potential entrance
Process Description:	CWS will operate following state regulations and agency policies and procedures surrounding intakes and emergency response investigations. Assessments will be conducted on each new intake and Structured Decision Making (SDM) Assessments will be utilized to determine whether or not the child(ren) can remain in the care of his/her parents or caregivers.

Essential Function:	3. **Implementation process for providing new services**
Process Description:	Providing emergency response and essential services will be top priority in the event of a disaster. County DSS staff will evaluate each case assigned to provide emergency services for abuse and neglect and also cases resulting from the disaster for children in need. CWS will adhere to investigation policies and procedures. Services will be provided as necessary to ensure child safety.
Essential Function:	4. **Services emphasizing reunification due to disaster**
Process Description:	Providing emergency response and essential services will be top priority in the event of a disaster. Priority will be given to reunification of children who have been separated from their caretaker as a result of the disaster. As soon as possible after the disaster has settled, reunification efforts will be initiated with the children who were intervened on behalf of due to maltreatment by their caretaker. Reunification services will be managed by the county DSS in conjunction with American Red Cross. Only mandated services will be provided during a disaster.
CWS Disaster Response Criteria C:	**Address and provide care for unaccompanied minors:**
Essential Function:	1. **Structure – CWS personnel**
Process Description:	Unaccompanied minors include children separated from caregivers and/or children whose caregiver(s) are incapacitated and unable to perform basic parental functions (i.e. feed, clothe, shelter and protect child(ren)). CWS will ensure an emergency response and essential services are provided to unaccompanied minors adhering to Division regulations, policies and procedures. If a minor is located and determined to be unaccompanied, social workers will notify DSS SERT. The CWS SERT member will assist in determining an identified safe location in conjunction with OEMS, NC DSS Unaccompanied Minor Program and the Red Cross.
Essential Function:	2. **Address language barriers to communicate quickly and effectively**

Process Description:	To the extent that county interpretation/translation services are not impacted by the disaster, those services will be accessed to effectively communicate with those with language barriers. Regional Centers for the deaf and hard of hearing can be utilized to address resource needs of counties. Interpretation/translation services will be provided by DSS SERT upon resource requests.
Essential Function:	**3. Determine likelihood of reunification and steps toward reunification**
Process Description:	In the event that a child is found and identified as having been separated from his or her parents, legal guardians, relatives, and/or adults who are legally responsible for that child, then the child is considered to be an unaccompanied minor. Unaccompanied minors may also be reported as missing by the parent or legal guardian or either party is found to be deceased. Upon discovering an unaccompanied minor, CWS staff will follow agency rules and policy and report to SERT members. The family finding efforts will utilize internal tools to locate families of the unaccompanied minor, as well as Red Cross and the National Family & Child Locator from FEMA. If a responsible adult can be identified, the child(ren) can be returned to their care after showing a government issued identification. If a responsible adult is not located, the children may be taken into protective custody pursuant to Chapter 7B of the Juvenile Code. Family finding efforts as detailed above will continue. If a child is from out of state or out of county, the appropriate authorities in that child's jurisdiction will be contacted and the return of the child to his/her county or state of residence will be arranged. County DSS agencies, with Division support will arrange for secure sheltering and care of unaccompanied minors and ensure that assessment and treatment of medical, mental, and behavioral health needs is provided. Should unaccompanied minors be identified in shelters, CWS will ensure shelters separate minors and have controlled access areas to ensure safety. All needs of unaccompanied minors will be met, including development. Both the Division and county DSS agencies will confirm that sufficient numbers of personnel (with background checks/fingerprints) are assigned to aid and facilitate the safety, identification, and reunification of unaccompanied minors in an expeditious manner. The Division maintains automated systems on current and historical employment activity (EPIS), cash benefits and

	special assistance benefits (EIS) that could be made available to counties to aid in the location of a parent or relative during a disaster. If an unaccompanied child is found to be deceased in the aftermath of a disaster, scientific or positive identification should be made by a coroner or medical examiner prior to the notification of next of kin or before the body is released to a person authorized to direct the disposition of remains. In cases involving the death of a child, every effort should be made to include grief counselors and mental health support services for the primary caregivers and siblings of the deceased. The notification team may additionally include a representative of the medical examiner or coroner, a member of the clergy, and possibly a medical professional. Law enforcement may also assist.
Essential Description:	4. **Assess and make a determination within 45 days**
CWS Disaster Response Criteria D:	**Remain in communication with caseworkers and other essential CWS personnel who are displaced because of a disaster:**
Essential Function:	1. **Communication process when all normal channels are unavailable**
Process Description:	The media may be the only avenue of communication with staff if internal communication systems are impacted. The media could provide critical information for families, youth and staff. United Way's 211 call center will assist in provided information on obtaining needed services.
Essential Function:	2. **Communication frequency**
Process Description:	SERT members will be in contact with county DSS agencies at least daily or more frequently as needed.

Essential Function:	3. Communication with media
Process Description:	In conjunction with OEMS, all efforts will be made to respond media questions and may request help from the media in the event of a disaster. The Department of Health and Human Services communications staff will serve as the media liaison.
Essential Function:	4. Communication with the Deaf and Hard of Hearing
Process Description:	County DSS agencies will follow their local plans for interpretation and assistive technology. Included in county plans will be working with the regional centers across the state to address any needs individuals may have during a disaster.
CWS Disaster Response Criteria E:	Preserve essential program records:
Essential Function:	1. Record preservation process
Process Description:	NC CWS' record retention schedule will be followed in the event of an emergency disaster. Information Technology Division (ITD) has implemented a separate complex disaster plan to safeguard the confidential information generated by local County DSS.
CWS Disaster Response Criteria F:	Coordinate services and share information with other states and counties; include a description of the process utilized by the county to ensure that information regarding children placed pursuant to the ICPC occurs with both the sending state and CDSS:
Essential Function:	1. ICPC reporting process must include a process that disseminates information to the sending state.

Process Description:	NC CWS ICPC team will send to the sending state a status report on the disaster or emergency and the status of the child. In the event the Sending State's assigned Social Worker or agency cannot be reached, North Carolina's ICPC liaison will contact the sending state's ICPC administrator or designee. The response time to inform the sending state of the child's status will depend on the volume of children involved in the disaster. When a disaster occurs in a receiving state that houses a child from North Carolina, the county DSS Social Worker will contact the receiving state agency by telephone, fax or e-mail. If the receiving state's worker cannot be reached, a status request will be processed through the State ICPC liaison by the state's ICPC administrator or designee.
Essential Function:	**2. Tribes**
Process Description:	Per ICWA provisions, CWS will collaborate with Tribes in locating and placing Native American Children who are impacted by a disaster.

PLAN IMPLEMENTATION AND MANAGEMENT

IMPLEMENTATION

Each Deputy Director and Section Chief has been given a copy of the Disaster/Emergency Plan to review and share with all section staff.

MANAGEMENT

DSS SERT that was initially assembled to develop the Disaster/Emergency Plan will continue to meet regularly. The team will meet quarterly to discuss the overall progress and testing of section plans. This team discusses and resolves issues that may not have been identified or may have been duplicated, as well as any problems that and solutions regarding section plans that are of interest to the team as a whole.

The Disaster/Emergency Plan will be updated as needed. The updates will be based on team member changes, review of section plans, and needed adjustments stemming from contingency plan testing.

APPENDIX 1 DSS Management Team

Name	Email Address
Wayne Black, Director	Wayne.Black@dhhs.nc.gov
Executive Assistant, Vacant	
Richard Stegenga, Deputy Director Business Operations	Richard.Stegenga@dhhs.nc.gov
Carlotta Dixon, Chief *Program Compliance*	Carlotta.Dixon@dhhs.nc.gov
Kathy Sommese, Chief *Contracts, Local Business Liaisons, County Fiscal Monitors, Purchasing*	Kathy.Sommese@dhhs.nc.gov
Alycia Gaither, Chief *Budget Office*	Alycia.Gaither@dhhs.nc.gov
Lisa Cauley, Deputy Director *Child Welfare Services Section*	Lisa.Cauley@dhhs.nc.gov
Vacant, Chief *Child Welfare Services Section*	
Kristin O' Connor, Chief *Child Welfare Services Section*	Kristin.Oconnor@dhhs.nc.gov
Shauna Shaw, Chief *Performance Management*	Shauna.Shaw@dhhs.nc.gov
David Locklear, Deputy Director *Economic and Family Services*	David.Locklear@dhhs.nc.gov
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Betsy Moore, Asst. Chief *Economic and Family Services*	Betsy.E.Moore@dhhs.nc.gov
Carla West, Chief *Child Support Services*	carla.west@dhhs.nc.gov
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Kristin Sigmon, Asst. Chief *Child Support Services*	Kristen.Sigmon@dhhs.nc.gov
Glenda Ellerbee, Director *Office of Human Resources*	Glenda.Ellerbee@dhhs.nc.gov

APPENDIX 2

https://www2.ncdhhs.gov/dss/local/docs/directory.pdf

APPENDIX 3
NCDSS SERT BRIEFING AGENDA
COUNTY SOCIAL SERVICES DEPARTMENTS

1. Counties (list counties or teams to be included)

2. Purpose of Call

- Storm Update/SERT activities
- Division Communication
- Center Information Telephone

3. Communications Center Contacts

4. Communication Systems

- E-mail by LISTSERV
- Terminal messages by FSIS and EIS
- Fax
- Conference Call Schedule

5. State/County Disaster/Emergency Plan

- County Feedback on Disaster/Emergency Status
- Inter-County Staff Sharing

6. Disaster Food and Nutrition Services Plan

- Benefits
- Status of County Plans
- Requested Information from Early Assessment
- State Food and Nutrition Services Plan Distribution
- Guidelines for Crowd Control and Security
- Key Automation Issues
- Public Information
- Fraud Sample

7. Other Critical Issues

APPENDIX 4
DHHS SERT BRIEFING AGENDA

1. Status of Disaster Incident

- SERT Activities
- FEMA Activities
- Storm Impact (weather conditions, roads, utilities)

2. Mass Care

- Shelters Opened
- Disaster Welfare Information
- Relief Supplies
- Feeding Issues

3. Public and Community Health

- Food Safety
- Water Safety Issues
- Injury Prevention Issues

4. Emergency Services

- Medical Support Shelters
- Swift Water Rescue

5. Communications and Public Information

- Communications Center Information/Status
- Communication Issues
- Public Information and Press Release Activities

6. Information Technology

- System or Automation Issues

5. DHHS Facilities

- Damage Assessment/Recovery Efforts

6. Response and Recovery Programs

- Disaster Food and Nutrition Services Program

- Individual and Family Assistance (SSBG, LIHEAP, CSBG, TANF, and CSE), Grant

Program

- Community Relations

- Division of Aging Programs

- Mental Health Crisis Counseling

- Division of Child Development and Early Education

- FEMA Individual Public Assistance Application Process

Other Issues

DEBRIEFING QUESTIONNAIRE

In order to assist us with the debriefing, each participant will be requested to fill out the following questionnaire.

1. Specific Actions

Please identify specific actions you performed prior to, during and/or following the current disaster. Indicate if the activity was related to response or to recovery efforts.

2. Positive Experiences

Please list the positive experiences and successful actions of the response or recovery efforts in which you were involved

3. Needs Improvement

Please list those areas in need of modification or improvement.

4. Long-Term Strategies

Please list any issues (policy decisions, organizational, resources, structures, etc.) that may require long-term strategies.

APPENDIX 5
PROPOSED CONFERENCE CALL PROTOCOL

- **Purpose of Call**

- **Storm Update/SERT Activities**

- **Division Communication Center (Room 126)**
  Insert Telephone Numbers

- **Teams Involved**
  Insert Team Numbers and Telephone Numbers

- **Communication Center Contacts**

- **Terminal Messages**

- **State/County Disaster Plan**

- **Disaster Food and Nutrition Services Plan**

  Benefits
  Status of County Plans
  Requested Information for Early Assessment
  State Food and Nutrition Services Plan Distribution
  Guidelines for Crowd Control and Security
  Key Automation Issues
  Public Information
  Fraud Sample

- **Proposed Schedule of Calls**

APPENDIX 6
DISASTER RESPONSE COMMUNICATIONS CENTER
OPERATIONAL GUIDELINES

Activation

When EOC notifies the DSS SERT Lead that activation of the EOC is imminent or has occurred, he/she informs the Director and the Division Management Team. The Disaster Coordinator also informs the counties in potential harm's way and advises that they will be made aware if the Communications Center is activated. The Director of NC DSS or his/her designee is responsible for activating the Center.

Setting Up the Communications Center

Upon activation, the DSS SERT Lead notifies Administrative Services to activate phones and notifies the LAN Administration to set-up the computer system. He/She contacts the Section Chiefs to alert them that the Center has been activated and to have their representative(s) report.

Operation of the Communications Center

The Deputy Director directs the Center's Operation. The Center is the locus for communicating with impacted counties. The hours of operation generally parallel the hours of EOC operation; however, when the Center is not operating (for example, late evening and overnight), the locus shifts to the DSS station at the EOC.

The Center deploys staff to impacted counties to assist with assessing the counties' needs and to serve as points of contact to provide the Center with requested information. The Center also operates a clearinghouse between the impacted counties needs and the personnel available for assisting. The personnel may include NC DSS State staff from the DSS Disaster Registry or volunteer staff from non-impacted local DSS agencies. The Performance Management Section is responsible for maintaining the databases in the clearinghouse.

Deactivation

The Director or his/her designee determines when the Center is deactivated. At that time, the SERT Lead notifies Administrative Services, the LAN Administrator, and Section Chiefs that the Center is being deactivated.

Appendix 7

North Carolina Department of Health and Human Services
Division of Social Services
Disaster Supplemental Nutritional Assistance Plan

State: **North Carolina**

Region: **SERO**

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1. ROLES & RESPONSIBILITIES

North Carolina developed this plan as a guide for the state and the counties in preparation and implementation of a Disaster Food and Nutrition Services (DFNS).   Program Responses to recent disasters have demonstrated the need for a quick reference guide to assist staff in preparing for and responding to a disaster. Keep in mind that this document serves as a guide only. Counties are strongly encouraged to develop disaster procedures that will serve the residents of their county in the most effective and efficient manner possible.

DFNS policy is contingent upon the approval of a DFNS with the United States Department of Agriculture (USDA). Therefore, this plan serves as a guide only and does not contain any specific Food and Nutrition Services policy guidance.

Disasters occur at the local level and some natural disasters, like slow rising floods or approaching hurricanes, warnings are available. Other disasters, like earthquakes, happen with little or no warning. The citizens, the local governments and voluntary agencies in the area where the event occurs, are the first to have to cope with the damage.

The local government maintains control of all assets used in the response and recovery efforts, regardless of the source of those assets. Local governments must plan and prepare for this role with the support of the state and federal governments.

Local government response includes:
- Providing the initial emergency response through its service agencies
- Activating the Emergency Operations Center (EOC) and the Emergency Operations Plan (EOP)
- Coordinating the response with public and private organizations
- Notifying State Emergency Management of the scope of the situation
- Activating mutual aid
- Proclaim a local state of emergency
- Request assistance from the state

State government actions are in response to a disaster that may lead to a federal declaration. The state government may have many local jurisdictions requesting aid at the same time. State government serves as agents for the local jurisdictions if federal disaster assistance is needed. Local government cannot directly access federal programs.

State government response includes:
- Monitoring the situation
- Reviewing and evaluating the local situation
- Determining if the situation is beyond the capability of the state and if federal assistance is needed
- Proclaim a state of emergency by the Governor that:
  ➢ Activates the State Disaster Preparedness Plan
  ➢ Provides for the use of state assistance or resources
  ➢ Begins the process for requesting federal assistance

The state requests federal aid when a disaster strikes, and is so severe that the local governments and the state government together cannot provide the needed resources. The federal government becomes the source for those resources. The Federal Emergency Management Agency (FEMA) is the federal agency that coordinates the activation and implementation of the Federal Response Plan (FRP), so the state works with FEMA to access federal programs and support.

Federal government response includes:
- Conducting joint Preliminary Damage Assessments (PDA) with state and local governments which involves:
  ➢ Damage to individuals, farms, property and businesses
  ➢ Damage to public agencies, special districts, and private nonprofit organizations
  ➢ Potential mitigation activities that can occur during repairs and before another disaster
- Approving or denying requests for federal assistance:
  ➢ Assigns a Federal Coordinating Officer (FCO) to head the Emergency Response Team (ERT)
  ➢ Sets up a Disaster Field Office (DFO) to coordinate response and recovery efforts
  ➢ Works with the State Coordinating Officer (SCO) to address response and recovery efforts
- If federal assistance is approved:
  ➢ Activate the Federal Response Plan (FRP) which determines how the resources of federal agencies and the American Red Cross will coordinate efforts to provide immediate response assistance.
  ➢ Establish the Emergency Support Team (EST)
  ➢ Identify the Emergency Support Functions (ESFs) to respond

2. READINESS PLAN

Preparedness is an ongoing process, but the specific preparation is completed before an event occurs to ensure the county is ready to respond to a disaster, crisis or any other type of emergency. It is a continuous process requiring plans, procedures and protocols to be regularly evaluated and improved to reflect changes to the county's physical and organizational environment. It is important to coordinate with local community partners (e.g. the local Voluntary Organizations Active in Disaster) and leading national response agencies (e.g. FEMA and the Red Cross) to ensure prompt and comprehensive coverage of county needs during a disaster. The overall goal of preparedness is to minimize the effects of the event on county residents and vital county utilities and facilities.

The North Carolina Emergency Management includes all aspects of preparations for response to, and recovery from war or peacetime disasters. The Governor shall have general direction and control of the State Emergency Management program and shall be responsible for carrying out the provisions of the State Emergency Management plan in times of disaster, NC EMA point of contact is: Michael A. Sprayberry (Director/Deputy Homeland Security Advisor), 1636 Gold Star Drive Raleigh, NC 27607-3371, 919-369-4174.

Government agencies at all levels have an obligation to prepare and assist the public in the delivery of benefits during a disaster. Community groups, service providers, businesses, civic and volunteer groups are all partners in this effort.

The North Carolina Emergency Management Association (NC EMA) maintains a working relationship with Duke Energy Carolinas, Duke Energy Progress and Dominion North Carolina Power. They also maintain a relationship with the state's 32 Electric Membership Corporations and the 76 municipally-owned electric utilities. In the event of a disaster, information needed from the utility companies to determine the need of a DFNS in North Carolina can be obtained from North Carolina Emergency Management.

DFNS planning meetings are conducted annually as a part of the preparedness plan. The goals of the meetings are to help counties prepare for a disaster situation. Topics for the meetings include a review of policy and procedures, automation, logistical planning considerations and an overview of the responsibilities of the State Emergency Management.

The state provided training June 11, 2018 to the local support staff on DFNS policy and procedures. The plan is to conduct training annually between March-June.

Community Emergency Response Teams (CERT) educate individuals before a disaster hits about disaster preparedness and basic disaster response skills, such as fire safety, light search and rescue, team organization, and disaster medical operations.
The Commission on Volunteerism and Community Service (Volunteer NC) will provide a message to the media that will include instructions on how volunteers can register to help.

NC EMA point of contact:
Name: Michael A. Sprayberry (Director/Deputy Homeland Security Advisor)

Cell phone 919-369-4174
Address: 1636 Gold Star Drive
           Raleigh, NC 27607-3371

Staffing & Resources

When approved to conduct a DFNS program, each county director or his/her designee identifies a contact person and backup for both policy and NC FAST/EBT issues. The name(s) and telephone numbers are provided to the state office and are maintained for communication purposes. This list is collected at the notification of a potential disaster. The county director or his/her designee also coordinates disaster response within the county. This response includes staffing the following functions:

- Shelter operations (where appropriate)
- The DFNS and other relief programs the agency is assigned to administer
- Temporary assignments to assist in disaster activities in affected counties. These requests may be from the following personnel sources:

  - Division of Social Services
  - Surrounding unaffected counties within commuting distance
  - Unaffected counties around the state

The need for non-disaster counties to assist disaster counties will be based on the need at the time of the disaster and if deemed necessary be coordinated among the counties. Each county director or his/her designee maintains a list of employees who volunteer to assist in other counties and a list of employees who volunteer. The County Directors Association coordinates with the county directors to track counties that requested assistance and those that provided assistance with processing DFNS applications. NC FAST creates dual NCID's in order for non-disaster counties to assist in keying applications.

The state office will ensure:
- Counties are provided the D-FNS Site Visit Review Checklist once a potential disaster is identified
- Provide the format for and collect data pertaining to damage assessment
- Complete the application process for the operation of a DFNS
- Provide a Policy Help Desk to answer questions from counties, citizens, etc., during the application process
- Provide policy, forms and handouts for the application process
- Maintain daily contact with USDA
- Provide daily reports to USDA
- Provide training to local support staff on DFNS policy and procedures by the Operational Support Team (OST)
- Review all DFNS letters, forms, spreadsheets, etc. associated with the post-review process to ensure they are current, and ready for use immediately following the close of the operation of the DFNS program.

- Counties are instructed to post the Fraud Poster, Penalty Warning Poster and DFNS Program Information (poster about how to use an EBT card, hearing information and advice for using FNS benefits) poster in every application site

County Plans

County Plans outline the coordinated actions to be taken by County officials and volunteer organizations to protect lives and property in natural or man-made disasters. It identifies resources available for deployment to prevent, minimize, and recover from injury, loss of life, and destruction of property which tragically characterizes disasters. The county's Disaster Emergency Plan is accessible to NCEMA.

The Office of Emergency Management will be the coordinating agency for all activity within Emergency Management. It will be the instrument through which the governing bodies of the cities and the counties may exercise the authority and discharge the responsibilities vested in them during disaster emergencies.

The plans are effective upon receipt, and for execution when directed. County employees are subject to be assigned duties that are in addition to their normal responsibilities and are subject to work outside of their normal hours for the duration of the emergency.

To assist citizens during an emergency, a phone bank is set up in the Emergency Operations Center (EOC) to handle requests for special assistance, receive reports of property damage, power outages and street blockings or closings.

Counties will implement a standard procedure for the DFNS application process. The process may vary depending on the nature and size of the disaster. The state recommends a process similar to the following. All DFNS applicants will complete a paper application on site. The client will then be interviewed to determine potential eligibility. Applications that are not eligible will be logged and forwarded, along with a copy of the log, to a case manager to enter in the automated case management system right away. The case manager will indicate on the log when the application is entered and denied. The applicants that appear eligible will proceed, with their application in hand, to the EBT card pick-up area. Here they will be given a pamphlet on the use of the EBT card. A sticker with the EBT card number will be placed on the back of the DFNS application. The client will sign the EBT manifest indicating they received their EBT card. The applications will then be logged and batched in groups of 30. Throughout the day the groups of applications, along with a copy of the log, will be sent to the case manager to enter in the automated case management system. The case manager will indicate on the log when the application is entered and if the application was approved or denied. Both the denied and approved case logs will then be matched with the original logs to ensure all application have been entered and processed with the prescribed timeframe.

Application System Development

North Carolina uses an automated case management system, - North Carolina Families Accessing Services thru Technology (NCFAST), to process applications for DFNS. While the same system is used for both SNAP and DFNS, rules are put in place to check for concurrent benefits to prevent clients from receiving from both programs at the same time. NC FAST closes DFNS cases by an automated batch at the end of the DFNS certification period.   NC FAST has 2 forms of regression testing for DFNS. The regression scripts executed manually and scripts executed by the NCFAST testing automation team that are executed weekly in our regression test suite. The scripts include multiple scenarios around eligibility, dual issuance, SUI auto assignments, updates to PAN and SUI numbers, among others.

Issuance System Development

Once a disaster is identified North Carolina contacts the EBT card vendor to validate that the card stock is valid and useable. All EBT cards are provided by FIS (eFunds) which issues the regular FNS EBT cards. Applications are entered in NC FAST where the eligibility determination is made and the EBT card is entered on all eligible applications, benefits are then issued overnight.

EBT Card Stock

EBT cards are provided to the local agencies prior to the start of the DFNS program. Approximately 90,000 Disaster EBT Cards are stored in a secure room at the state office. Cards can be produced by FIS vendor in the amount of 5,000 cards per day to be delivered to the state office.

North Carolina will follow the usual manual voucher process if phone lines are not working. Manual vouchers are used to manually process SNAP benefit purchase or return transactions in absence of a Point of Sale (POS) device, or if the POS device is not working. NC will evaluate the need for an alternative emergency voucher process depending on the severity of the disaster. The manual voucher process entails the retailer calling into the EBT host's call center and receiving approval for the purchase amount with an authorization number. North Carolina's EBT Call Center is equipped with emergency generators for operation during power failures.

Application Sites

The county director of social services, with input from the Division of Social Services, must decide the number and location of DFNS application sites. The chosen site(s) must be logistically sufficient. The size of the building, security, and accessibility are factors that must be explored when choosing a location and obtaining needed supplies. Alternate sites in case the primary site is unavailable for any reason are:
- Another DSS agency
- Schools

- Churches
- Fire departments
- Community colleges
- Other county buildings
- Vacant storefront buildings
- National Guard Armories

If the local FNS office is used for running DFNS the following measures will be met:
- The county director or his/her designee must immediately establish the layout of the application site
- A flow chart will assist in spotting potential overcrowding in areas
- Separate location accessible for the elderly and disabled
- Use In/Out Signs for doors
- Post a sign indicating the days and time applications will be taken
- Use checkpoints set-up just outside the facility to provide applicants with a number giving the order in which they will be seen and to control who comes into the site
- Review identity and register applicants before they enter the interview area ensuring the application is complete and maximize confidentiality of interviews

Data

Once a disaster assessment has been made the state staff takes the following actions:
- Collect required data and request for a Modified or Disaster Food and Nutrition Services waiver to the U.S. Department of Agriculture
- Obtain as much information as possible from the State Emergency Response Team (SERT)
- Collaborate with the County DSS to collect data pertaining to damage   assessment to determine what waivers are needed
- Maintains daily contact with USDA to provide daily reports
- Consult with NCFAST to generate data that will be provided to USDA
- Maintain constant contact with affected counties

3. IMPLEMENTATION PLAN

Public Information and Outreach

A comprehensive public relations strategy will be employed during the disaster:
- All public relations strategies will be coordinated through the Department of Health and Human Services' Public Information Office
- Joint Information Center coordinates and manages all communications with the Federal Emergency Management Agency (FEMA) and the state

- The State Disaster Recovery Task Force (SDRT) Communications and Outreach Subcommittee oversees how the state shares information with communities and survivors, including coordinating federal, state, and local governments, reaching specific audiences, and addressing information release authority.
- Volunteers from local fire or EMS department, as a Fire Corps volunteer, will assist the department in a non-emergency role
- The State's Public Affairs Office will issue press releases concerning the program requirements, application dates, sites and anti-fraud measures will be made via newspaper, radio and television when possible by both the state and the county
- The state will provide the county the appropriate verbiage to use to assure the announcements are consistent, and will require the state's prior approval before sending the announcement.
- Media releases will be issued by both the state and county and prepared from information obtained from the state office, county emergency management staff, county director, and USDA Regional Office staff and be available to counties if needed.

The content of the releases must contain information regarding the Who, What, When, and Where of the disaster situation. Information regarding fraud must be included in at least two media releases. Please refer to sample press releases that follow.

SAMPLE PRESS RELEASE

(Initial and Intermediate)

Federal and state officials have announced that disaster Food and Nutrition Services benefits will be issued to eligible residents of (enter county name) county. Residents not usually eligible for Food and Nutrition Services may qualify temporarily if they have losses because of the (type of disaster). Eligibility depends on income, resources, and the amount of loss for the household. The income limit for a family of four is (enter amount). You can apply for disaster Food and Nutrition Services benefits at (enter name and address/location) for (enter number of days) day period beginning (enter day/date) during the hours of (enter office hours).

When you apply for Food and Nutrition Services benefits, bring a photo ID or two other proofs of your identity. Other information you will need includes your home address and the names of all household members and social security numbers. You will also need to provide income and resource information.   If you currently receive Food and Nutrition Services benefits, you must (enter appropriate procedure).

It is very important that you give complete and accurate information during the application process. Your application is subject to review by state and/or federal personnel. If you break the Food and Nutrition Services Program rules, you will be required to repay the benefits. You may also be taken to court and fined, sent to prison, or both.

You will receive a Food and Nutrition Services Electronic Benefits Card when you apply for disaster Food and Nutrition Services. If your application is approved, your card will be activated and you will receive an approval notice in the mail.   You must apply for Food and Nutrition Services benefits in the county where you live. For further information, contact the (enter county name) Food and Nutrition Services Office at (enter telephone number).

SAMPLE PRESS RELEASE
(Fraud)

The U.S. Department of Agriculture warns that it is illegal to apply more than once for disaster Food and Nutrition Services assistance related to losses suffered in the (name of disaster.)

The USDA began a DFNS on (date) for (type of disaster) victims in (name of County).

To assure that only qualified applicants receive the help they need, North Carolina and USDA officials have installed a computer system to guard against duplicate applicants and will match reported income against records at the Employment Security Commission.

Those who knowingly obtain benefits to which they are not entitled will be required to repay them. Those who violate Food and Nutrition Services rules in excess of $100 but not more than $500 may be disqualified from future eligibility and could face criminal prosecution resulting in fines of up to $10,000 or prison terms for not more than five years or both.

 Anyone who knows of possible acts of fraud in the disaster issuance of Food and Nutrition Services is encouraged to report the fraud to the USDA toll-free hotline (1-800-XXX-XXXX), or to the local Department of Social Services at (telephone number).

NOTE: This press release cannot be used without USDA's approval since the notice appears to be issued by USDA.

Retailer Communication

The Division will disseminate information to The Carolinas Food Industry Council (CFIC), a trade organization of both North and South Carolina, whose mission is to improve the public image, effectiveness and profitability of companies in the food industry. This information will make retailers aware of the operation of a DFNS which will affect food retailers in North Carolina. Information shared with the council may include but is not limited to any waivers such as hot food waivers, estimated number of new Food and Nutrition Services clients and the timeframes of the disaster application process.

Procedures to Reduce Applicant Hardship

Verification rules are eased during a disaster to reduce administrative burdens and reflect the reality that households and eligibility workers will have limited access to usual verification sources.

Some things **must** be verified, some things must be verified where possible, and others should be verified if questionable.

The following outlines verification requirements. Keep in mind that policy is issued via an administrative letter and these items are subject to change with every disaster situation:
- Verification of identity is **mandatory** information, verification methods:
  - Photo ID
  - Two documents that verify ID and residency
  - A signed affidavit from a collateral contact attesting to the ID of the applicant

- Verify residency **when possible**, verification methods:
  - Utility bills, tax bills, insurance policies or bills
  - Check stubs
  - Client's written and signed statement
  - Telephone call to employer
  - Obtain a list of banks closed due to the disaster and compare with damage maps

- Verify household composition **if questionable**, verification methods:
  - Collateral
  - After taking the application, the eligibility worker may ask applicant to confirm the names, ages, and birthdays of all household members

- Accessibility to resources (accessibility to resources is defined as not having access to liquid resources, such as money in the bank, for a period of fifteen days or more during the disaster period) **if questionable**, verification methods:
  - Contact Bank or financial institution to confirm accessibility
  - Road closure verification through Department of Transportation, Emergency Management reports or news media

- Verify food loss if questionable, verification methods:
  - Ensure residence was within the affected area
  - Check with the power company

Certification Process

- Applications for the DFNS can be filed and processed only during the disaster authorization period designated by USDA-FNS. To apply, the household must file a DFNS application, complete the required interview and provide limited verification. The staff processing DFNS applications must act promptly on all applications and provide benefits.
- To ensure timely issuance of DFNS benefits, within 3 days, NC FAST runs a daily report to capture pending applications which includes the filing date, due date and processing time
- Included in the Administrative Letter the counties will be instructed to work the pending application report in FAST Help daily
- In the event communications (phone lines and/or data lines) are not functional in the disaster area, DFNS applications will be taken, on a predetermined schedule, to a site where communications with NC FAST is available. This will serve to reduce/identify duplicate participation, forecast inventory needs and provide other reporting information.
- Establish a process flow of stations and designate employees to ensure a fluid flow of the crowds and separation of duties

Crowd Control Strategies

  ➢ Regulate the number of people in line (the length of the wait)
  ➢ Toward the end of the day, cut off the line for new-comers (security at the entrance, block off parking lot, put security officer at end of line
  ➢ Post signs at certain places in the line estimating the wait from that point and list hours and days of operation.
  ➢ Use ropes, barriers, or movable barriers to direct the crowd
  ➢ Security

Elderly and Disabled Provisions

  ➢ A special waiting area for use by the elderly and disabled only.
  ➢ Volunteers or staff will help identify elderly or disabled persons in the lines or their cars/bus and can escort them to the special waiting/eligibility/issuance area where they can be seated during their wait and given quick service
  ➢ Staff should be prepared to provide especially attentive service to clients who might need extra explanation of questions on the application, assistance filling in the application, or extra explanation of use of the EBT card
  ➢ Volunteers or staff should be on hand to assist the elderly and disabled with completing their application and moving from their seat to the interview and issuance tables for their EBT card
  ➢ Make sure that bathrooms are easily accessible from the elderly/disabled area

Client Materials

Forms:
DSS 1432 - Disaster Application
https://www2.ncdhhs.gov/info/olm/forms/dss/DSS-1432-ia.pdf
https://www2.ncdhhs.gov/info/olm/forms/dss/dss_spanish/dss-1432sp-ia.pdf

DSS 8650 - Notice of Information Needed to Complete Your Application
https://www2.ncdhhs.gov/info/olm/forms/dss/dss-8650-ia.pdf
https://www2.ncdhhs.gov/info/olm/forms/dss/dss_spanish/dss-8650sp-ia.pdf

DSS-8551 Notice of Eligibility, Denial, or Pending Status
https://www2.ncdhhs.gov/info/olm/forms/dss/dss-8551-ia.pdf
https://www2.ncdhhs.gov/info/olm/forms/dss/dss_spanish/dss-8551sp-ia.pdf

Handouts: EBT tip cards, EBT Handbooks in Spanish and English

Agency Material:
Forms/Posters:
D-SNAP Site Visit Review Checklist
Fraud Poster/Fraud Poster(SP)
Penalty Warning Poster/Penalty Warning Poster(SP)
DFNS Program Information/ DFNS Program Information(SP)

Issuance Process

Eligible applications will be issued and EBT card that will then be keyed into NCFAST. Benefits will be loaded to the card overnight. Disaster EBT card procedures will be followed:

- Disaster EBT cards will be delivered from the state office to the person assigned to maintain and issue the cards at the disaster issuance sites. All cards will be in the form of sealed cartons and each transfer will be accompanied by Disaster EBT Card Manifest inside the carton(s).

- The disaster issuance site will confirm the receipt of the cards on a DSS-8601. A copy will be given to the disaster issuance site and the original confirmation form will be returned to the state office.

- The issuance staff at the disaster site will have the client sign the card manifest on the signature line

- The remaining disaster EBT cards at the end of the day will be kept in a secure location and in a locked box during distribution

- The issuance site will collaborate with the state office daily on the EBT card count. If additional cards are needed the state office will coordinate the delivery for additional cards.

Re-issuing FNS EBT Cards

Active FNS clients, whose EBT cards have been lost in the disaster, can request replacement cards by calling their local DSS or the state EBT call center. The client will be given the option to have the replacement card delivered to a disaster issuance site or an alternative address. The process for re-issuing a client's EBT card is as follows:
- The mailing address for the Head of Household will be changed in NCFAST, which will prompt a question asking if a new card is needed, the worker will indicate yes.
- The updated address and new EBT card request is sent to the EBT Vendor and the card is issued the next day

Security and Fraud Prevention Plan

The state and county will collaborate to develop strategies to combat fraud and to respond to issues as they develop during the disaster operation. The Food and Nutrition Services Program Integrity (PI) and Quality Control staff are available to ensure that program accuracy and fraud issues are addressed proactively.

A comprehensive fraud prevention strategy includes controls within the program, at the application site and through public relations efforts. There are different types of fraud for which preventive measures must be taken at the application/issuance site.

- There must be a separation of duties for certification and issuance of benefits

- If an application is questionable they can be sent to a PI worker at that time to complete a front-end referral prior to approving the DFNS application

- Once the applicant completes his/her application for DFNS benefits, the client will be taken to a separate area to receive an EBT card

- Supervisors will interview and process state and county employees involved with the DFNS process, who wish to apply for benefits for themselves and families

- Employees will be informed in advance that 100% of employee applications are subject to audit.

Disaster Reporting and Post-Disaster Review Report

The Division of Social Services conducts post-disaster case file reviews of DFNS certification activities by selecting and reviewing a random sample of 0.5% (minimum of 25 up to a maximum

of 500) certified cases and 100% of state DHHS and county DSS/DHS employees that are involved in the administration of DNFS. This process will begin no later than two weeks following the close of the program operation. The state will review cases for possible incorrect or flagrant reporting. Suspected overpayments and suspected fraud cases will be entered in the Enterprise Program Integrity Control System (EPICS) as suspected over issuance and referred to the County DSS Director within 60 days of the close of the disaster program. The suspected fraud cases will be assigned to the designated supervisor for investigation. The local DSS must establish claims against households that received DFNS benefits for which they were ineligible within the prescribed six-month period. Following the reviews, errors identified will be analyzed and corrective actions developed and implemented. The state will maintain and monitor a list of all cases referred to the county for investigation to ensure this deadline is met.

After the disaster and formal post-disaster review activity, NC will conduct an informal, internal review of its disaster response and compile a post-disaster report. This report may contain:

- Lessons learned
- Specific additions/changes to the DFNS plan.
- Recommended changes to internal policies.
- Recommended additions or changes to the Division of Social Services' policies and procedures.

The Division will also conduct a post-disaster evaluation of its activities, hold a meeting with counties to evaluate the disaster, and act upon recommendations.

APPENDIX 8
**NC Emergency Management and Department of Health and Human Services-
Division of Social Services
Standard Operating Guidelines**

In accordance NC GA 166A-19.15 and Public Law 93-288, coordinate efforts to provide emergency shelters, feeding, water, distribution of relief supplies for victims of a disaster, and disaster welfare information, the following the North Carolina Emergency Management Concept of Operations/Standard Operation Guides.

NC EM Mass Care Standard Operating Guideline – Mass Care August 2014

1. **Tasked Agencies.**

    a. Emergency Management OPR: Operations/Human Services

    b. Lead State Agency: Department of Health and Human Services (DHHS), Division of Social Services (DSS)

    c. Support Agencies:

    (1) American Red Cross (ARC)

    (2) Department of Public Safety (DPS), Division of Adult Correction, NC Division of Emergency Management (NCEM), NC National Guard (NCNG)

    (3) DHHS, Division of Aging and Adult Services, Division of Services for the Blind, Division of Services for the Deaf and Hard of Hearing, Division of Vocational Rehabilitation, Division of Child Development and Early Intervention and Education, Office of Economic Opportunity, Division of Public Health, Division of Mental Health/Developmental Disabilities/Substance Abuse Services, Division of Health Service Regulation, and all other Central Management Agencies as required.

    (4) The Salvation Army

    (5) Department of Public Instruction (DPI)

    (6) Department of Agriculture & Consumer Services (DA&CS), Emergency Programs Division and Food Distribution Division. State Agriculture Response Team.

    d. Federal Counterpart: Federal ESF-6, Mass Care, Housing, and Human Services. US Department of Homeland Security (DHS)/Emergency Preparedness and Response/Federal Emergency Management Agency (FEMA), American Red Cross (ARC).

2. **Introduction.**

   a. Purpose: To coordinate efforts to provide emergency shelters, feeding, water, distribution of relief supplies for victims of a disaster, and disaster welfare information.

   b. Scope.

      (1) The provision of sheltering during a disaster, including those individuals with functional needs (hearing, sight, or other physical restrictions, non- English-speaking groups).

      (2) The provision of food and essential water requirements for disaster victims and emergency workers.

      (3) The provision of emergency first aid to disaster victims and workers at mass care facilities and at designated sites within the disaster area.

      (4) Coordination of relief efforts provided by volunteer organizations.

      (5) The provision of clothing support to disaster victims.

      (6) The provision of mental health counseling to disaster victims.

      (7) The coordination of emergency first aid in shelters, fixed feeding sites, and emergency first aid stations.

3. **Policies.**

   a. Mass care activities begin immediately after the disaster occurs, or beforehand if advance warning merits and assistance is requested by the counties in the support of their mass care activities.

   b. Mass care activities will be coordinated through the State Emergency Operations Center (EOC). The primary and support agencies will provide staff at the State EOC on a 24-hour basis for the duration of the Mass Care activation.

   c. When resources beyond those at the State and Local level are required, assistance will be requested from the Federal ESF-6. This will be accomplished through the State EOC.

   d. Decisions to open and close shelters are responsibilities of local governments. Local governments will coordinate opening and closing of shelters with Red Cross.

   e. Local governments will identify facilities for use as shelters.

f. The ARC has responsibilities to satisfy human needs created by a disaster. ARC policies include "a program of both emergency mass care and assistance to individuals with urgent and verified disaster-caused needs."

g. Mass care activities will support local governments. Additional mass care resources required beyond local and state capability will be coordinated through federal ESF-6.

h. Each agency assigned to mass care activities will develop disaster plans that have been coordinated through the Mass Care Lead State Agency. These plans are to be operational in nature and will be used upon activation of mass care along with necessary supporting documents.

i. The SERT Human Services Branch will coordinate the activities of all public shelters. Shelters operated by ARC will be operated under the ARC Shelter Guidelines. This includes shelters opened before, during, and after the disaster.

j. The SERT Human Services Branch will monitor evacuation activities to ensure sufficient shelters are opened as needed.

k. The SERT Emergency Services Branch will support any shelter requiring medical services and/or personnel beyond ARC resource capabilities.

4. **Situation.**

a. Disaster Condition.

(1) A significant natural or man-made disaster may cause severe damage to structures and may rapidly overwhelm the capacity of local government. Disaster victims may be forced from their homes, depending on such factors as time of occurrence, area demographics, building construction, and existing weather conditions. Family members may be separated immediately following a sudden-impact disaster. Shelter registration, feeding, provisions of water and clothing are fundamental functions necessary for the care of disaster victims.

(2) Arranging shelter for disaster victims will be necessary to protect lives, provide for public health, and to meet fundamental human needs during disasters and emergencies.

(3) Registration of victims in shelters will be necessary for effective shelter operation and will provide needed information to family and friends concerning the whereabouts of those involved.

b. Planning Assumptions.

(1) All coordination for sheltering will be accomplished through the SERT in the State EOC.

(2) Local officials will relay mass care situation reports to the State EOC.

(3) People who are care dependent have requirements that will differ from those of other citizens. Local jurisdictions have the responsibility to provide adequate assistance to these individuals to meet their specific needs. State agencies will assist local jurisdictions as appropriate in meeting the needs of these individuals.

(4) Shelters and feeding sites may need to be set up quickly with no advance notice.

(5) Damage from catastrophic disaster events may cause extended displacement and damage to the infrastructure.

(6) Some people may self-evacuate when advance warning of impending disaster is available.

(7) Sheltering and feeding operations may be required for significant numbers of people.

(8) Some victims will go to public shelters while others will find shelter with friends or relatives. Many victims will remain with or near their damaged homes.

(9) The magnitude of the disaster may require the operation of long- term sheltering and temporary housing.

(10) Victims of disasters often require mental health counseling to cope with the stress and uncertainty of the personal catastrophe.

(11) Agreements exist between local governments and local volunteer organizations for assistance in mass care activities.

(12) A significant influx of disaster workers may strain the resources of impacted areas.

5. **Concept of Operations.**

a. General. Requests for mass care assistance will be coordinated through the SERT. Primary and Support Agencies for mass care will have representatives in the State EOC for as long as necessary.

b. Organization.

(1) Local. Responsibility for mass care activities at the local level normally rests with local departments of social services, supported by other local government agencies and volunteer groups. State.

    (a) Mass Care activities will be coordinated by the DSS from the State EOC.

    (b) Support agencies will develop agency plans as required.

    (c) The SERT Human Services Branch will coordinate with Donations Management for support of mass care operations.

    (d) The SERT Human Services Branch will coordinate with the SERT Emergency Services Branch for security resources.

    (e) The SERT Human Services Branch will coordinate with the SERT Technical Support Services Branch to ensure communications capabilities for shelters.

    (f) The SERT Human Services Branch will coordinate with the SERT Infrastructure Branch and Logistics to ensure power generation capabilities for shelters.

    (g) The SERT Human Services Branch will provide mass care information to the SERT Planning and Homeland Security Section as needed for inclusion in Situation Reports.

(3) Federal/Regional. The ARC has been designated the primary agency for Federal Emergency Support Function 6 (ESF-6). Assistance will be provided from the Federal ESF to the State, or, at the State's request, directly to an affected local jurisdiction.

c. Notification. Primary and support agencies for mass care will be notified by telephone or by digital pagers by EM Operations and advised that a disaster has occurred or that the potential exists.

d. Response Actions.

(1) Initial

    (a) Verify available resources to determine adequacy of personnel, food, and water supplies for implementation of initial mass care activities.

    (b) Deploy personnel and resources.

    (c) Review policies and procedures and ensure personnel are informed.

(d) Establish communications with personnel in the field as well as DSS and ARC personnel in local jurisdictions.

(e) Prepare for activation of Disaster Welfare Inquiry (DWI) System and for informing the public of this service.

(f) Assess anticipated level of response by ARC chapters and other organizations during the first few days.

(2) Continuing.

(a) Open and operate shelters.

(b) Provide meals at fixed locations and mobile feeding as required.

(c) Provide emergency first aid in shelters, fixed feeding sites, and emergency first aid stations.

(d) Distribute potable water and ice.

(e) Distribute emergency relief items as needed.

(f) Staff and supply shelters, feeding units, emergency first aid stations, and the DWI operation.

(g) Establish communications between shelters, feeding units, emergency first aid stations, and relief operation location(s).

(h) Coordinate activities of all public shelters that fall under the ARC shelter guidelines.

(i) Monitor evacuation activities to ensure shelters are opened in all counties as needed.

(j) Monitor occupancy levels and ongoing victims' needs and provide the SERT Situation Reporting Branch a daily report on shelter openings and closings.

(k) Coordinate provision of additional staff and relief staff, and the replenishment of shelter supplies.

(l) Monitor shelter occupancy levels to coordinate consolidation as appropriate.

(m) Coordinate mass feeding locations to ensure optimal logistics for public service.

(n) Assist in providing food for individuals not in shelters and who are unable to go to mass feeding sites.

(o) Coordinate with the SERT Emergency Services Branch for provision of medical services in public shelters.

e. Recovery Actions.

(1) Initial

(a) Coordinate with Local Emergency Management Coordinators, Local ARC, and Federal agencies to determine continued shelter needs.

(b) Assist with long term placement of disaster victims where needed due to damage to their homes.

(c) Continue to provide food, clothing, and emergency first aid as needed.

(2) Continuing

(a) Monitor shelter closings and occupancy levels.

(b) Assist shelter residents in obtaining information regarding disaster assistance available.

6. **Responsibilities.**

a. Lead State Agency. Department of Health and Human Services (DHHS), Division of Social Services (DSS).

(1) Coordinate with mass care support agencies.

(2) When necessary, obtain from local DSS Departments in affected jurisdictions resource inventory lists to include: personnel rosters, shelter listings, and numbers of shelter managers.

(3) Coordinate requests for assistance with support agencies.

(4) Assess situation and prioritize activities.

(5) Coordinate with the SERT Donations Management Branch and volunteer agencies to assist disaster victims during shelter/mass care situations.

(6) Assist, when requested, local social services departments in organizing resources to provide food and water requirements for shelter population.

(7) Coordinate with the SERT Donations Management Branch regarding inventories of food in identified warehouses.

(8) Request necessary assistance with transportation of food from identified warehouses to mass care feeding sites.

(9) Track and report the status of mass care operations.

(10) Maintain a listing of all volunteer organizations active in mass care in the disaster area. The list will contain the following information:

    (a) Type of service being provided by each volunteer agency.

    (b) Number of volunteers in area.

    (c) Resources each agency has available.

    (d) Names and method of contact of key persons for each organization.

    (e) Logistical abilities of each organization (i.e. self-contained, need transportation, self-equipped, etc.)

(11) The SERT Human Services Branch will coordinate activities with Federal ESF-6.

b. Support Agencies

(1) American Red Cross (ARC)

    (a) Support the management and coordination of sheltering, feeding, supplemental disaster health services, emergency first aid, distribution of emergency relief items, and DWI services to the disaster-affected population.

    (b) Establish and operate mass care shelters and feeding facilities for victims requiring these services.

    (c) Provide casualty and illness information to appropriate authorities.

    (d) Within its agreements, coordinate the provision of relief efforts by any and all volunteer organizations actively engaged in providing assistance to disaster victims.

(e)   Coordinate the recruitment and assignment of personnel for mass care operations.

(f)   Coordinate registration of shelter residents.

(g)   Provide families a variety of services and tools to communicate with families during times of emergency.

(2)   Department of Public Instruction (DPI). Support sheltering activities with personnel and facilities, specifically through contractual agreement between local school boards and the ARC.

(3)   Department of Health and Human Services (DHHS)

(a)   Division of Mental Health, Developmental Disabilities and Substance Abuse Services

1   Coordinate counseling services to disaster victims during shelter stays.

2   Coordinate with the SERT Emergency Services Branch to assist with critical incident stress debriefing for emergency workers.

3   Prepare required data for requesting federal crisis counseling assistance as necessary.

(b)   Division of Aging and Adult Services

1   Promote the exchange of technical and statistical information relevant to needs and outcomes of the aging and disability populations from NCEM to Area Agencies on Aging and county departments of social services.

2   Collaborate as requested with NCEM, DSS, and other human service agencies to assist local jurisdictions in meeting the needs of individuals requiring functional support sheltering services.

3   Collaborate as requested with NCEM, Division of Health Service Regulation and Division of Public Health, for individuals needing medical support sheltering services.

4   Support recovery efforts by assigning and deploying appropriate personnel to assist county departments of social services, Area Agencies on Aging, and other local entities as requested.

(c) Division of Public Health (DPH)

    1   Provide health guidelines and medical rules and regulations for the acceptance, handling and issue of used clothing.

    2   Provide health and medical inspection and oversight in the public interest as required to public and private facilities accepting and dispensing used clothing.

    3   Provide professional input as concerns the redistribution of used clothing.

    4   Assist in health oversight as necessary resulting from disaster situations requiring expedient supply of food and water.

    5   Support the SERT Emergency Services Branch in provision of medical personnel to staff special needs shelters.

    6   Human Ecology and Epidemiology will provide professional input concerning communicable disease control and the issuance of second hand clothing.

(d) Division of Services for the Blind

    1   Provide technical and statistical information concerning needs relating to required services for blind residents.

    2   Provide assistance as needed at State EOC and field sites.

    3   Coordinate with the SERT Emergency Services Branch to assist as required.

    4   Ensure the SERT Joint Information Center is kept informed of any specialized materials/announcements/programs required to assist in keeping the blind populations informed (Braille information, programs, etc.).

(e) Division of Services for the Deaf and Hard of Hearing

    1   Provide technical and statistical information concerning needs relating to the required services for deaf and hard of hearing residents.

    2   Provide assistance as needed at the State EOC and field sites.

<u>3</u>　Coordinate with the SERT Emergency Services Branch to assist as required.

<u>4</u>　Ensure the SERT Joint Information Center (JIC) is kept informed of any specialized materials, announcements, and programs required to assist in keeping the deaf and hard of hearing population informed.

(f)　Office of Economic Opportunity

<u>1</u>　Provide technical and statistical information on homeless services (emergency shelters, grants programs) and emergency services (weatherization assistance program and heating/air conditioning repair and replacement programs.)

<u>2</u>　Coordinate emergency homeless shelters needs with the DSS, ARC, Salvation Army and VOAD as required.

(g)　Division of Vocational Rehabilitation Services

<u>1</u>　Monitor and report disruptions to programs that promote employment and independence for state residents with disabilities.

<u>2</u>　Ensure continued determination of eligibility for Social Security disability (Title II), Supplemental Security Income disability (Title XVI), and Medicaid disability (Title XIX).

<u>3</u>　Assist as necessary the Federal Emergency Management Agency (FEMA) in processing disaster assistance claims under the Individual Assistance Program.

(h)　Division of Child Development and Early Intervention and Education

<u>1</u> Provide technical and statistical information on child care facilities statewide.

<u>2</u>　Coordinate with the SERT Human Services Branch as required.

<u>3</u>　Approve temporary emergency child care services established for disaster victims and emergency workers as required.

<u>4</u>　Assist with shelter operations as required.

        <u>5</u>   Provide technical and statistical information on the operational needs of the three residential schools.

        <u>6</u>   Monitor and report disaster caused disruptions to early intervention services.

(j) Other Department of Health and Human Services Central Management agencies will provide support, technical and statistical information as required.

(4)   Department of Public Safety (DPS)

    (a)   NC Division of Emergency Management (NCEM)

        <u>1</u>   Provide assistance as needed through field services personnel.

        <u>2</u>   Coordinate requests for resources from all State agencies.

        <u>3</u> Request federal assistance as required.

    (b)   Division of Adult Correction

        <u>1</u>   Make institutions under its control available for shelters where practical.

        <u>2</u>   Support mass feeding activities.

    (c) NC National Guard (NCNG) will provide available feeding resources to dislocated population.

(5)   The Salvation Army

    (a)   Support mass feeding activities.

    (b)   Services to disaster workers and victims.

    (c)   Mass feeding of groups and individuals with mobile canteens.

    (d)   Clothing distribution.

    (e)   Registration and identification services.

    (f)   Personal and spiritual counseling.

    (g)   Furniture and bedding.

    (h) Household needs.

    (i) Personal services to victims.

    (j) Assistance and cleanup.

  (6) Department of Agriculture & Consumer Services (DA&CS), ESF 11 Lead Agency

    (a) Will coordinate animal issues for Human Services Branch through the AgEOC and State Agriculture Response Team.

    (b) Support Mass Feeding operations through SERT Logistics Section by providing access to food commodities and distribution resources.

7. **Resource Requirements.**

  a. Shelters (Public and Special Needs)

    (1) Food, water, ice, food service equipment, fuel, emergency generators.

    (2) Cleaning supplies.

    (3) Portable toilets and toiletry items.

    (4) Administrative and first aid supplies.

    (5) Blankets, cots.

  b. Personnel

    (1) Shelter managers.

    (2) First Aid staff and volunteers.

    (3) Medical staff and volunteers (special needs shelters).

    (4) Food service personnel.

    (5) Security personnel.

  8. **Data Requirements.** Standard.
  9. **References.** None listed.

NC EM Emergency Sheltering

- All shelter openings and locations are the decision of the County Emergency Manager.

Counties are ultimately responsible for sheltering even if supported by The American Red Cross. Having the County as the lead is also important if seeking reimbursement.

- A good relationship with the county DSS Director or designee and The American Red Cross is critical for the success of shelters. Conversations should take place well in advance of any shelter opening.

- Know where your shelter assets are such as cots and blankets. If they need to be moved from another county, extra planning time will be needed for the transportation of those assets. Be aware of whose responsibility it is to move those assets into place.

- Use a phased-opening approach to sheltering. Only open one or two shelters to start (based on the geography of your county), once they get 50%-75% full, consider opening additional shelters.

- DSS and The American Red Cross have a limited pool of shelter managers and shelter staff in the state of NC. This is especially true when there are multiple ongoing disaster operations around the nation. If a large number of counties open multiple shelters each simultaneously it will strain or exceed available resources.

- DSS on the state level, as well as the Red Cross, have the ability to move staff across the state as needed. Red Cross can bring out of state resources into NC but that can take 5-7 days. Be prepared during large scale events to use local staffing for at least 72 hours until external support arrives.

- Communication with local DSS and Red Cross shelter staff is imperative for their understanding of how to request resources needed in a shelter. Samples of assets possibly needed in the shelter are: durable medical equipment for individuals with access and functional needs (Mass Care Support Trailers), additional staffing such as nurses and mental health professionals, CAMET/staffing support for pets, special dietary needs and basic feeding needs should local vendors not be available.

- The county is ultimately responsible for all feeding for shelter residents. Confirm DSS and Red Cross have a feeding plan in place prior to opening a shelter. Initially feeding will need to be covered with local resources (local vendors or on-hand supplies of MREs). If a mass feeding operation is established by the State it can take up to 72 hours to deploy kitchens and establish distribution routes.

- NCEM maintains a cache of MREs, which can be requested via WebEOC. If MREs are needed, please make the request as early as possible and include:
  - Location for delivery (at shelter or at CRDP)
  - Offloading capabilities on site (forklift, ramp/dock, manpower)

- Number of people requiring feeding
- Number of meals per day
- Number of days coverage required
- Date/time required on-scene

o Know that NCEM is here to support any of your sheltering needs prior to opening shelters and while shelters are open. We are here to help you with guidance and assets as you need them.

Shelter Site Selection & Access and Functional Needs Considerations

1) Shelter Walkthrough Basics – When you are going through a potential facility to use as a shelter the following are some areas to consider when determining if it is a viable option.

- Look for a large open space as the dormitory. A large area is used instead of hallways for safety reasons, such as the gymnasium in a school or fellowship hall in a church.

- Determine if the facility is in a flood plain.

- Determine if the facility meets Hurricane Shelter Selection Standards if being considered as an evacuation shelter. This document is located in the File Library in NC SPARTA in the Mass Care Standard Operating Guidelines folder and is attached to this email.

- If the facility is more than one story, make sure it has an elevator or other ways for individuals with access and functional needs to access the other floors if they will be used in shelter operations.

- Determine what kind of fire alarm system is in place.

- Ask the facility representative if they have any AEDs onsite. If they do, have them give you their location(s).

- Determine if the facility has a generator or a generator hookup.

- When looking at the bathroom facilities you will need 1 toilet for every 20 residents.

- Determine if the facility has showers. If so, you will need 1 shower for every 25 residents.

- Determine where shelter residents will be fed. If a cafeteria is not available, consider another large location at the facility or if the dormitory area could be a dual purpose area.

- Determine if there is adequate parking for shelter residents and staff.

- Determine if all areas of the shelter to include the parking area, doorways, hallways, functional areas, and restroom/shower facilities are accessible to persons with access and functional needs. The links below under Access and Functional Needs Considerations provides guidance. The American Red Cross Facility Survey and the Accessibility Instructions for this survey are also attached for guidance.

2) Legal Considerations.

- Evacuation and general population shelters are required to be accessible to all county residents including those with access and functional needs. The following link takes you to the Information and Technical Assistance on the Americans with Disabilities Act which is a federal government site that all of the ADA laws explained. http://ada.gov/

3) Access and Functional Needs Considerations – The following links provided below provide guidance on access and functional needs when planning shelter operations.

- The ADA and Emergency Shelters: Access for All in Emergencies and Disasters: https://www.ada.gov/pcatoolkit/chap7shelterprog.htm

- ADA Checklist for Emergency Shelters: https://www.corada.com/documents/ada-checklist-for-emergency-shelters/whole-document

- Functional Needs Focused Care and Shelter Checklist: http://www.jik.com/shelter_checklist_V17%2004.14.pdf

- Guidance on Planning for Integration of Functional Needs Support Services in General Population Shelters: https://www.fema.gov/pdf/about/odic/fnss_guidance.pdf

Reimbursement for costs associated with Sheltering

The following are general guidelines for reimbursement during various types of events. It is not a complete list of all potential requirements. For more information or training please contact your Area Coordinator.

1) Reimbursement during local-only declared events:

- All expenses incurred from DSS run shelters in county owned buildings are the responsibility of the county.

- All expenses incurred in a Red Cross run shelter are based on the MOU the county has with the Red Cross. Keep in mind that damages occur during shelter operations and if you do not have an MOU with Red Cross prior to opening shelters, the county will be responsible.

2) Reimbursement during a State declared event:

o The key to being reimbursed from the state and federal government is documentation of all actual expenditures. Be specific and complete (MOAs, Contracts, Receipts, etc).

o Copies of all contracts will need to be included in packets. Examples are SOE declarations, Hazmat plans, MOU's with Red Cross and County facilities.

o Requirements for Type I State Declaration for Public Assistance [§166A-6.01(b)(2)]
   1. The eligible entity suffers a minimum of $10,000 in uninsured losses,
   2. The eligible entity suffers uninsured losses in amount that equals or exceeds 1% of their annual operating budget;
   3. The eligible entity's community has an approved hazard mitigation plan in place;
   4. The eligible entity's community participates in the National Flood Insurance Program.

o Eligible entities shall be required to provide non-State matching funds equal to twenty-five percent (25%) of the eligible costs of the public assistance grant.

o Financial assistance can help local governments in the following areas:
   1. Clearing debris
   2. Emergency protective measures
   3. Repairing roads and bridges
   4. Crisis counseling
   5. Assisting with public transportation needs

o Process to pursue Type I Public Assistance Grant
   1. A local state of emergency has been declared
   2. A damage assessment has been requested from the local area
   3. A joint damage assessment has been performed and eligible cost has been documented
   4. Non-insured damages must met or exceed the base requirements
   5. NCEM has received a written request from the local area for a State Declaration.
   6. NCEM prepares a State Declaration request report for the Secretary of Public Safety, who shares the information with the Governor to pursue funding assistance.

3) Reimbursement under a Presidentially declared event (Stafford Act declaration)

- Your county has to be declared by FEMA. If you county has not been declared, you are not eligible for federal reimbursement. NCEM can support declaration requests, contact your Area Coordinator for assistance.

- Consider all your cost to be reimbursed when creating a packet for FEMA. Overtime (outside of normal duties and outside of normal hours), feeding cost, supply cost (things like toilet paper count).

- County personnel costs are generally eligible for reimbursement only when it involves overtime or employees being assigned responsibilities substantially outside their normal duties. All pay (overtime and regular) must be consistent with your pre-established county policies.

- Copies of all contracts will need to be included in packets. Examples are SOE declarations, Hazmat plans, MOU's with Red Cross and County facilities and NFIP.

- Cost share is no less than 75% federal and can go higher. The state will determine the distribution of the non-federal share.

NC EM Mass Concept of Operations-Sheltering

This document outlines the **Concept of Operations for the ESF-6 Mass Care** function, specifically sheltering, for the State of North Carolina. It is meant to be a part of the overall Concept of Operations, not a standalone operation, and works within the Emergency Management structure for response within North Carolina.

Authorities:

Robert T. Stafford Disaster Relief and Emergency Assistance Act (Public Law 93-288), as amended

Homeland Security Act of 2002

Homeland Security Presidential Directive 5

Post-Katrina Emergency Management Reform Act of 2006 Pets

Evacuation and Transportation Standards Act of 2006 Public Health

Service Act, as amended

Social Security Act of 1935, as amended

Americans With Disabilities Act of 1990

NC General Statute § 166A-19.15. County and municipal emergency management

Purpose:

The purpose of this document is to outline specific operational processes for the North Carolina sheltering program. Workers can use this to provide standardized service to clients. All shelters operated within North Carolina will follow the American Red Cross Shelter Standards and Procedures to include training and forms. The tactical "how-to" work instructions are found in the job tools from the American Red Cross.

Definition – Sheltering:

Provides life-sustaining services in congregate facilities that provide a safe, sanitary, and secure environment for individuals and households displaced by disasters. Also includes support to survivors sheltering in place and in ESF #8 medical shelters.

Audience:

This document is intended for the workforce responsible for providing sheltering to disaster clients throughout the Sheltering cycle.

Shelter Typing:

The State of North Carolina provides typing for shelters when an event requires the opening of a shelter.

Type I Shelter	Generally, a large structure or open space, where a significantly large number of evacuees are housed. These Shelters require an expanded amount and diversity of internal infrastructure and support services.
Type 2 Shelter	Any overnight shelter with cots and blankets
Type 3 Shelter	Emergency evacuation shelters where it is anticipated an overnight stay will be necessary but does not furnish cots
Type 4 Shelter	Centers for warming, cooling, short term evacuations such as gas leak (no overnight operations or they are a Type 2 Shelter)

Resource List of Critical and Sanitation items for Shelter Type and Duration of Event

Type	Critical Items	Sanitation
I	- Meals (see Feeding Plan) - Snacks/drinks - Cots—1 per person - Blankets—2 per person - Comfort Kits – 2 per person/per week **Recommended items:** - Pillows—1 per person - Towels—2 towels/per person/per week	- Accessible Toilets—1 per 20 persons - Accessible Showers—1 per 25 persons - Hygiene Stations—1 per 20 persons - Trash Containers—5 pounds of dry waste disposal capability per person per day - Laundry—Capability to meet demands of 33% of shelter population - Sewage—1.5 gallons of sewage disposal capacity per person per day
II	- Meals (see Feeding Plan) - Snacks/drinks - Cots—1 per person - Blankets—2 per person - Comfort Kits – 2 per person/per week **Recommended When Stay exceeds 14 days:** - Pillows—1 per person - Towels—2 towels/per person/per week	- Toilets—1 per 40 persons - Showers—1 per 48 persons Trash Containers—1-30 gal. container per 10 persons **Accessible Toilets and Showers available** **Recommended When Stay exceeds** **14 days:** - Accessible Toilets—1 per 20 persons - Accessible Showers—1 per 25 persons - Hygiene Stations—1 per 20

		persons • Trash Containers—5 pounds of dry waste disposal capability per person per day • Laundry—Capability to meet demands of 33% of shelter population • Sewage—1.5 gallons of sewage disposal capacity per person per day
III	• Meals (see Feeding Plan) • Snacks/drinks **Optional** • Cots—1 per person • Blankets—2 per person • Comfort Kits—1 per person	• Toilets—1 per 40 persons • Hygiene Stations—1 per 20 persons • Trash Containers—1-30 gal. container per 10 persons • **Accessible Toilets and Showers (if needed) available** • Showers—1 per 48 persons
IV	• Meals, if appropriate • Snacks/drinks	• Toilets—1 per 40 persons • Hygiene Stations—1 per 20 persons • Trash Containers—1-30 gal. container per 10 persons • **Accessible Toilets available**

Transitioning from one shelter type to another is necessary in many events. For example, a center opened due to low temperatures and power outages may transition to a Type II shelter when a decision is made to keep the center open overnight. It is anticipated that Type I shelters will not be the shelter type opened initially. However, planning and site selection based upon the known and anticipated planning assumptions could dictate a Type I shelter. Therefore, planning and practical decisions should be conducted when selecting shelter location and the facility. These decisions will provide a smoother transition in Shelter Type and when the Shelter is open longer than originally anticipated. Some key considerations related to sheltering are:

- The socioeconomic and demographical characteristics of the area;
- The number and demographics of the people who might be affected, including languages spoken, population ages, and census data on individuals with access and functional needs, including those with disabilities;
- The number and demographics of individuals likely to seek shelter service.

An event may be anticipated to have a closure date of 1 to 3 days. Planning and situational awareness should provide notification when a longer sheltering operation time is necessary. A longer sheltering operation will increase the need for additional services to the shelter clients as well as modify the expected critical services.

Additional detail and specifics are located within the American Red Cross Shelter Standards and Procedures and Job Tools.

Staffing:

The following matrix is found within the American Red Cross Shelter Standards and Procedures for Staffing. The matrix is the American Red Cross Shelter Staffing Template revised 07-18-2017. This template should be the most current version and should be inserted below when a new version is identified after reviewing each year.

Center staffing is a minimum of 2 staff and should be increased based upon the numbers and needs of the clients.

Shelter Types I, II, and III Staffing Matrix

Shelter Staffing – 2 SHIFTS	50 CLIENTS		100 CLIENTS		200 CLIENTS		500 CLIENTS	
ROLE	*Day*	*Night*	*Day*	*Night*	*Day*	*Night*	*Day*	*Night*
SHELTER MANAGER	1		1		1		1	1
SHELTER		1		1	1	1	3	3

SUPERVISOR								
ADMINISTRATIVE SUPPORT					1		1	
REGISTRATION	2	1	3	1	4	2	5	5
DORMITORY	1	1	1	1	2	2	5	5
FEEDING/CANTEEN	1		1		1	1	3	3
HEALTH SERVICES	1	1	2	2	3	3	4	4
MENTAL HEALTH SERVICES	1	1	2	2	2	2	3	3
LOGISTICS	1		1		1		2	
INFO (HELP DESK)				1		3	1	
TOTAL	8	5	10	8	18	14	28	24

Certification and Training:

The following certification and training is the minimum required for Department of Social Services and other county/government staff. It is not intended as training and certification requirements for American Red Cross volunteers and staff. All training can be accessed through the American Red Cross on-line training portal, Edge. Training indicated with a * symbol is not available as an on-line self-paced class through Edge, it is Face to Face Training. Supervisors and Managers should have training/Certification for Service Associate.

Position	Required Training/Certification	Recommended/Optional Training
Shelter Worker	Shelter Fundamentals and Disaster Cycle Overview	• Basic Food Safety* (National Certification) • Psychological First Aid • Serving People with Functional and Access Needs in Shelters (FANS)
Supervisor	Shelter Fundamentals Shelter Management* (ARC Class) Supervisor Training (can be from employer)	• Shelter Fundamentals Exercise* (ARC Class) • Safe and Well Linking Fundamentals • Introduction to NSS Support
Manager	Shelter Fundamentals Shelter Management* (ARC Class) Supervisor Training (can be from employer)	• Shelter Fundamentals Exercise* (ARC Class) • Safe and Well Linking Fundamentals • Introduction to NSS Support • NSS Reports and Data Management

The following certification and training for Health and Mental Health Staff are American Red Cross guidelines.

Health Services Worker

CREDENTIALS: RN, LPN, NP, APRN, CNA, MD, D.O., EMT, paramedic and PA with current, active, unencumbered licensure or certification.

Mental Health Worker

A. CURRENTLY LICENSED MENTAL HEALTH PROFESSIONALS: ☐ At minimum, holds a Master's Degree in one of the mental health professions listed below; and ☐ Holds a current, unencumbered license from, or is registered with, any U.S. state or territory as a social worker, psychologist, professional counselor, marriage and family therapist, or psychiatrist (any level license/registration, including non-clinical licenses such as Licensed Masters Social Worker or LMSW)

B. CURRENT SCHOOL PSYCHOLOGISTS AND SCHOOL COUNSELORS: ☐ At minimum, holds a Master's Degree in school psychology or school counseling; and ☐

Holds a current, unencumbered license or certification as a school psychologist or school counselor issued by an appropriate state board.

C. CURRENT PSYCHIATRIC NURSES: ☐ Have a state license as a registered nurse; and ☐ Have a minimum of two years of experience working in a psychiatric setting, verified by a letter from a current or previous employer.

D. RETIRED MENTAL HEALTH PROFESSIONALS: ☐ Meet the above educational criteria for specified profession; and ☐ Held a license (any level license) from any U.S. state or territory as a social worker, psychologist, professional counselor, marriage and family therapist, psychiatric nurse or psychiatrist, or a certificate as a school psychologist or school counselor, within the five years* prior to on-boarding as a Disaster Mental Health worker; and ☐ Maintained a license or certification in good standing upon retirement and without any disciplinary action taken by the issuing U.S. state or territory licensing or certification board.

Daily Shelter Reporting:

The shelter manager is accountable for all daily reporting of sheltering activity, including the daily shelter population count.

The following table describes the types of shelters that are, and are not, included in the count.

Shelter Types That Require Population Counts	
IN the Count	NOT in the Count
American Red Cross Managed Shelters	Homeless Shelters
County/City/Partner Operated Shelters	Staff Shelters
Independent Managed Shelters	
Centers when used for overnight stays	
College or University Dormitories*	
Campgrounds and Fairgrounds*	

*Camp grounds, fair grounds and dormitories are included in the shelter population count when they are being managed by a sheltering agency as a non-traditional shelter.

The Red Cross individual designated to input counts into the National Shelter System must enter the population count into the NSS no later than 11:00 p.m. to facilitate accurate, coordinated counting and reporting across agencies. Demographic counts are also required for every nighttime count when a shelter is open. The individual designated to input the counts, or their designee, will contact Shelter Managers/Supervisors for all shelters to obtain the number of persons registered to sleep in the shelter and the demographics. Demographics are age ranges as follows:

0 – 35 months 3 –
years of age
8 – 12 years of age
12 – 18 years of age
19 – 65 years of age
+65 years of age

A County Emergency Manager may have all the shelters in the county report the counts and demographics to the County rather than being contacted by the Red Cross. When arrangements are made with the Red Cross individual designated to input counts in the National Shelter System the Shelter Manager, Shelter Supervisor, or a County's Emergency Manager (or their designee) may contact the individual designated to input counts with the counts and demographics.

Conclusion:

This document provides some North Carolina specific information for Sheltering and is meant to provide some operational components from which leaders can manage flexible shelter operations that are responsive to the size, scope and complexity of events and the needs of clients and communities in North Carolina in conjunction with the American Red Cross Shelter Standards and Procedures, forms, and job tools.